**PATIENT PARTICIPATION GROUP MEETING 7/7/15**

**MINUTES OF MEETING**

**Attended:** Chair PG, MY, MK, CB, JA, BD, GE Practice Manager, Practice Nurse, and CF Secretary.

**Apologies:** DR, CW

Minutes of last meeting will be amended to include Mrs JA attendance.

**Matters arising**

The group are requested to send in agenda items before the next meeting. GE confirmed that the minutes of the meeting are shared with all practice staff, are saved on the practices shared computer drive and are uploaded to the practices Website. The group asked how the minutes might be shared more widely with patients and GE suggested copies of the minutes could also be available in the waiting room and the group thought this would be a good idea.

PG commented that he was pleased to see that the receptionists were wearing their name badges.

CB asked if any progress had been made on the practice having a board displaying GP’s names in reception. GE explained that we have always had a board displaying the information and this is in the foyer and has recently been updated with GP changes.

PG asked how the new triage system was going. The practice has had positive feedback so far, GE asked the group if any members had experience of the new system. Two members of the group had used the triage system, one was very positive and the other had used the system because his preferred GP was away on leave and he needed advice.

MY asked if the practice now opens its phone lines at 7.30am. GE clarified that this is not the case and that the phone lines still open at 8.30am, although the practice does offer extended hours appointments from 7.30am on some mornings and also on an evening and on 1 Saturday per month.

JA commented on the length of time it takes patients to get through on the phone first thing in the morning and that it can be distressing for the elderly and parents of young children, also that patients are not always happy to disclose why they want to be seen to a receptionist. GE explained that the practice has 3 lines coming in on the 605747 number and that there are 3 receptionists to answer them, there is no scope to extend the number of lines.

The practice informs patients that if they do not need an urgent appointment on the day then it is best to ring after 10am when the phones are less busy. GE will ask the receptionists to take every opportunity when patients comment about having trouble getting through on the phone to say please ring after 10am if it is not urgent.

BD explained to the group that young children under 5 are always booked straight in to see a GP and that the receptionists also have a list of problems that the GP’s want booked straight in. Patients are always seen on the day for urgent problems but GP’s also book patients in to routine appointments if they are triaged and the problem is not something that needs to be dealt with on the day. Receptionist’s also direct patients to the Pharmacy First Service for minor ailments and patients are informed that if they are eligible for free prescriptions this will still be the case if they require a prescription from the Pharmacist.

BD also commented that the number of patients failing to attend their appointments has dropped since the introduction of the triage system and that the practice also promotes the use of SMS text message reminders for patients.

CB asked about weekend working. The practice has no definite plan or idea as yet as to how this would work, but BD suggested if necessary it would probably need to be in collaboration with other practices.

At the last meeting it was suggested by the group that it would be interesting to hear how Pharmacists work alongside GP’s within General Practice. GE confirmed that SK the practice pharmacist is able to come to the next meeting to talk about her role.

It was also suggested that the group would be interested in inviting a member of the Healthwatch Team to a meeting. GE had made enquires and a date of the 20th of October was suggested but this was not suitable for members of the group so an alternative date of the 9th of November was suggested and GE will contact Healthwatch to check that this is suitable for them.

The group were interested in supporting the practice with health promotion campaigns; GE is awaiting an email from the resource centre with dates of forthcoming campaigns.

**Invitations to future meetings**

GE had spoken to LP the Practices new trainee Community Matron and LP is happy to come in to a meeting to explain her role. BD is LP’smentor so willalso cover how they will work together through LP’s training. GE will arrange for LP to come in early in the New Year.

**Aims and Objectives of our PPG**

GE asked the group to please think about three main aims and objectives of the group to look at patient care and how the practice runs from a patient’s perspective. PG asked that the group has time to consider what they would like the practice to concentrate on and will bring suggestions to the next meeting.

**Network Meetings**

The next network meeting on the 8th of October will be attended by PG. GE will aim to update him on the date the Healthwatch Team will be attending so that he can open this up to other practices in the area.

**CCG Update**

MY confirmed that there has been no CCG Public meetings since our group last met but that the AGM will take place on the 17th of September, 1pm at the Ilkley Rugby Club and that she will be attending on behalf of our group.

**AOB**

MY wanted to make the group aware that soon there will be a debate in Parliament on assisted dying and the outcome can be discussed at our next meeting.

CB suggested as the next meeting is in December it would be nice to have a faith tea to celebrate Christmas.

Next meeting planned for Tuesday 1st of December 2015**. Please note earlier time of 5.15pm due to the dark winter nights.**

Meeting closed at 7.00pm.