**PATIENT PARTICIPATION GROUP MEETING 7.11.13**

**MINUTES FROM THE MEETING**

**Attended:**

Patients

9 Patients attended

Staff

Gillian Edwards Practice Manager, Sara Henderson-Flegg Assistant Practice Manager, Mary Page Medical Secretary, Dr M F Helliwell GP, Trish Crawley Practice Nurse,

**Apologies:** 1 patient

Minutes from last meeting agreed

**Patient Survey** – Priorities raised by the group for questions to be included in this year’s patient survey

 Patients experience of home visits, accessing a doctor out of hours (NHS111),online booking, patient care after discharge from hospital, car parking, up to date magazines in waiting room.

**Home Visits**

Dr Helliwell explained to the group how the home visit system at the practice operates and that it would be difficult to include this cohort of patients in the survey as they are mostly housebound and elderly and would very rarely come to practice. It was agreed that a separate survey for this would be more beneficial, the group agreed.

**Patients seen out of hours**

Patients will be asked if they have been seen when the surgery has been closed and if so how they accessed the service

111 Yes or No

If not via 111 how did they access a doctor

Also their experience of the service.

**On line services**

Patients will be asked if they know how to register for on line services and if interested in registering to ask at reception for details.

**Patient experience of care after discharge from hospital**

Dr Helliwell explained that in a random survey of patients very few may have had a hospital admission and suggested that it, may be more appropriate for the practice to conduct this as a separate audit which could possibly be a suitable audit to be conducted by a GP registrar. HB suggested we get data from Airedale Hospital on the number of patients that reply the hospitals patient experience survey to get an idea as to whether the audit would be viable.

**Practice car parking facilities**

Gillian explained that unfortunately even if patients surveyed say that the parking is not adequate there is nothing we can do to improve this as we have no land that can be used for additional parking. However if the practice car park is full there is a pay and display car park directly opposite the surgery and CC commented that she has usually managed to find parking on nearby streets without much difficulty.

**Up to date magazines**

Gillian will ask the reception staff to regularly check we have a reasonable selection of magazines.

**Network meeting update**

MY gave an up date from the network meeting she had attended – minutes to follow when received by the practice. Subjects mentioned at the meeting – research by Leeds University, Mental Health, osteoporosis, Telecare.

**CCG public meeting update**

MY also reported back to the group from the last CCG meeting.

The CCG is overtrading at present and over prescribing. She reported that Craven had brought a large debt to the CCG when they joined and a decision would have to be made regarding this. 2015-16 would see the CCG taking a 5% drop in funding. The ambulance service was only meeting 49% of the target the target they should meet is 75%. They are now recruiting people who would be trained up to be paramedics.

The CQC had inspected 30 hospitals in England Airedale being one of them and came out well.

**Care data**

MY raised concerns regarding extracted data from patient records. The practice will endeavour to inform patients that they have the option to opt out. MY was also concerned regarding the transatlantic trade treaty.

**AOB:**

**CQC info for patients circulated**

 CCG patient feedback on services. Leaflets are available in reception

 Who to invite to future meetings SG regarding Keighley becoming a Dementia friendly town, HB to forward her contact details to Gillian.

 **Chair and secretary required for the group**

IP said she would have done secretarial role had she not been leaving the areas

The group thanked her for her contribution over the years and wished her all the best in the future.

**No offer of a permanent chair or secretary.**

Gillian updated on PG suggestion on signage to consulting rooms and disabled access to the consulting room corridor.

Gillian confirmed that new signs were in place under the call screen as suggested

The suggestion that the reception to corridor doors should remain open is still under discussion as regards Fire safety and possible increase to noise from waiting room.

**Date and time of next meeting:**

**21.01.2014 5.45pm**