

# Low Moor Medical Practice

## Meeting of the Practice Patient Participation Group

Thursday 17th July 2015

**1. Members present:** David Robinson (Chair), Audrey Robinson, Mike Turner, , Eric Neil, Jean Wainman, Christopher Wainman, David Broadbent, Maureen Rowland (practice).

**Also present:** Practice Health Champions: Beverley Warman, Leanne Freeman, Rachel & Bevs mum

**2. Apologies:**, Derek Butterfield, Carol Haxby, Norman Settle, David Gibson (Practice), Bernard White

**3. New members:** No new members present

### **4. Matters arising from last meeting.**

Mr Robinson read the previous minutes to the assembled group.

*4.1 Care Quality Commission.* The report has now been received and is available for those interested through the practice website links

*4.2 Dr Gavin.* Mrs Rowland reported that Dr Gavins return to work is delayed until the end of the year, but to questioning she assured the group that Dr Hickman would continue in post as far as possible to cover the gap.

*4.3 Electronic Prescribing.* Mrs Rowland reported that electronic prescribing was now in place which should make the prescription system more efficient. She did however report that there would be a period of instability whilst any bugs in the system were ironed out. Mr Robinson asked when this would happen, preferable in a short time frame but was advised this process can take up to 3-4 moths to be almost glitch free, but no promises were forthcoming.

### **5. Personnel Changes**

*5.1* Mrs Rowland reported the changes in reception team with three receptionist posts needing to be filled at the same time. Mr Robinson expressed his concern that the practice weren't looking after the team properly to minimise staff turnover. Mrs Rowland explained the situation and that the practice has an excellent record, until recently, of keeping staff for many years. She also commented that change breeds uncertainty which breeds change, but the team are becoming more settled again and it can be foreseen that in the near future the team will be settled again.

*5.2* Mrs Rowland also introduced information about the practice pharmacists and the role they are taking in practice. There is also a pharmacist who is working in community to do the medication reviews and changes for the housebound and for the attached care homes.

### **6. Practice Health Champions**

*6.1* Rachel gave an over view of what the Health Champions are doing in practice and why.

Mr Broadbent, who sits as part of both the PPG and the Health Champions explained he and Pam Holden, another health champion, are now qualified walk leaders and through the Health Champions programme lead weekly walks on Fridays from the gates to Harold Park. These walks are easy walks encouraging folks to start exercise in a positive way. The group do go further afield and are scheduled to join with other PHC walking groups in the area.

Mrs Warman and her mum explained their role back in practice doing displays and some reception work in the form of questionnaires and surveys for the practice, along with running a Friday afternoon craft session held in the Health Education Room. Displays are based around current NHS projects. This currently includes the diabetic scene and uses some of the skills of a diabetic dietician.

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6.2 The PHC group then talked about the Memory Bank they are putting together of the practice and the surrounding area as a focus for people to see where and what we have come from as a practice and an area. If anyone has any material that would be useful it can go into the box on reception.

6.3 Mrs Wainman suggested a regular update at the PPG meeting of the activities of the health Champions

## **7. Diabetic Strategy & Bradford Healthy Hearts/Bradford Beating Diabetes.**

As Mr Gibson was unable to attend the meeting these discussions were postponed to the next meeting.

## **8. Any Other Business**

8.1. Mr Robinson introduced a discussion topic regarding the cost of Non-NHS services and suggested a scale of charges based on a patients' current situation and the claiming of benefits. He had been canvassed by a patient from a different practice regarding this issue. He asked that this topic of discussion is on the next agenda.

8.2 Mrs Wainman asked if the meetings could revert to afternoons, but the general consensus was that the morning meetings are less likely to eat into the day.

8.3 Other items for the next agenda to include: The voting rules for the next chairperson.

Date of next meeting: TBA.