

Low Moor Medical Practice

Meeting of the Practice Patient Participation Group

Thursday 14th January 2016

1. Members present: David Robinson (Chair), Bernard White, Derek Butterfield, Audrey Robinson, Norman Settle, Eric Neill, Jean Wainman, Christopher Wainman, David Broadbent, Pat Hagan, Maureen Rowland (practice), David Gibson (Practice),

2. Apologies: Mike Turner,

3. New members: No new members present

4. Minutes of the last meeting were circulated and accepted as a true record of the previous meeting.

5. Matters arising.

5.1 Flu Vaccination Campaign 2015/16. Mr Robinson and Mr Gibson gave an update on the flu vaccinations both for adults and children. There are still a number of people on the registers not vaccinated as yet, but the practice is working to get these in plus the children aged 2-6 who are eligible for a nasal flu vaccination.

5.2 Mr Settle asked for the names of those attending a joint PPG meeting mentioned in 8.2 of the previous meeting be changed to include his name as he had also attended that session.

5.3 Mr Robinson advised the group there would be follow on joint PPG meetings to be held in Shipley on 27th and 28th January

5.4 Mrs Rowland is to produce a list of the commonly used acronyms in the NHS to aid the group in their understanding of reports and comments.

6. Personnel Changes

There have been no personnel changes in the past two months

7. Bradford Beating Diabetes

Mr Gibson gave an update on the Bradford Beating Diabetes initiative and brought the newer members of the group up to date with what it is being used for. He advised the group that the initiative ends at the end of March, when the special funding given for the project will be allocated to another area of chronic disease health care. Mr Robinson asked why the BBD was being undertaken. Mr Gibson explained that it was to ascertain how many diabetics and pre-diabetics are in the patch, and to offer those at risk of developing the disease, education sessions and information about life style options.

8. Patient On-Line Services

Mrs Rowland gave an over view of the forth coming changes to patient access to records on line. This is an additional access to the current prescription service and booking appointments on-line. The service, which has to be applied for by the patient, gives the patient the opportunity to see the detailed read code section of their medical record.

This is something that has to be in place by the end of March 2016, so to assist with the setting up, before all the protocols and policies can be written, Mrs Rowland asked for a computer user to volunteer as a guinea pig for the set up. Mr Butterfield very kindly offered. They will work together to ensure the system is user friendly but also fulfils all the necessary confidentiality criteria.

9. Quality Premium Funding

Mr Gibson gave details of the Quality Premium Funding initiative that has happened of the past year. This is one off funding to pay for a service that the practice needs.

Low Moor Medical Practice

This past year the practice has used this funding to bring in a pharmacist to work with the electronic prescribing and to look at the key prescribing performance indicators. He asked the group for ideas and suggestions to help put in the application for this year's funding; the criteria is that the idea is to improve the patient experience for example initiatives that are currently running are Living Longer and Bradford Healthy Hearts. There is a suggestion of Physio First in which patients see the physio then are referred back to the GP if necessary rather than the other way around.

For the application the practice has to establish triage criteria as this is used to try and liberate GP appointments. In addition, the practice can look at what items of equipment need replacing or adding to e.g. nebulisers for the treatment control of COPD.

If the group has ideas Mr Gibson would like them to be with him before the end of February so the practice bid can go in by the end of March 2016.

10. National Survey

Mr Gibson gave details of the results of the recent national survey of GP practices, and was delighted to report that on most points the practice either came above the average or at the average level for the Bradford and Airedale area.

One area that it didn't come up to average with was the waiting times in surgery.

This led to some discussion amongst the group about having to wait for the GP but it was generally felt that a wait meant the doctor was taking the time to meet the patients needs whilst in the surgery.

11. Any Other Business

11.1 Mr Settle brought up the issue of late arriving patients and suggested that they should be sent to the back of the GP list rather than keeping patients who have arrived on time waiting. This had some discussion but was unresolved.

11.2 Mr Wainman asked if the junior doctors strike had any effect on the practice. As the surgery isn't a training practice there has been no noticeable effect on the surgery or its patients.

11.3 Mr White brought up the subject of the involvement of 6th formers at local school getting involved in the practice groups e.g. PPG and practice Health Champions, or indeed for the practice to be able to give some insight into the job roles in the health service.

11.4 Mr White asked about the range of end of life care available and it was suggested that interested parties should contact Mrs Rowland for a look at what is done and what is available.

Date of next meeting: Thursday 14th April 2016 at 10.30am.