

Low Moor Medical Practice

Meeting of the Practice Patient Participation Group

Thursday 3rd October 2013

Members present: Norman Settle (Chairman), Derek Butterfield, Carol Haxby, Audrey Robinson, David Robinson, Michael Turner, Jean Wainman, David Gibson (Practice), Maureen Rowland (Practice)

Apologies: Sue Szepler, Carol & John Hazell, Jeff Cook, Chak Khan

New member: The new members of the group were introduced during the AGM

Matters Arising:

- *Annual Medication Checks.* Mrs Wainman pointed out that the comment made in the previous meeting was not about a particular case, but had been a general comment.
- *Government proposed opening hours.* Mr Butterfield made mention of the potential opening of surgeries 8am-8pm each day, 7 day a week, that is currently being discussed in the media.

New Matters

- Mr Settle handed over the chairmanship of the group to Mrs Haxby, and was duly thanked for taking on the role for the past year.

Group Suggestions from the Last Meeting

- Mr Gibson brought to the meeting the results of discussions held with the partners regarding extra doctor/patient encounters. It was noted that the extra workers appointments are to some degree being used by non-workers who are unable to attend at other times due to family commitments. The issue of GP triage was discussed as was on-line booking and the potential of email triage/request. Mr Turner suggested the incorporation of a nurse Practitioner to help alleviate some of the booking problems to give wider range of skills available. Mr Robinson suggested that we wait until we know what is being put in place by the government.
- The group looked at what is available for workers. This includes prebookable late appointments, drop in blood clinics and some late nurse appointments

Working Practice

- *SMS Messages.* It is noted that over 1000 patients have signed up for text reminders of appointments. However, this is negated to some degree as patients change their phone and don't advise the surgery they have changed their number as well
- *Flu Clinics.* These are scheduled for 15th October, further dates will follow as the season progresses.
- *Integrated Care.* Mr Gibson introduced the concept of Integrated Care showing that it was not just a plan involving the NHS but also other agencies such as Social Services and partners in the voluntary sector. The numbers of patients this will touch are not large but it does mean that the heaviest users of the service can be targeted.

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- *Deputy Chairman.* This item is carried from the AGM. As there are several new comers to the group, the decision as to this year's Deputy Chair and subsequently next year's chairman is left in abeyance to the next meeting.

Any Other Business

The date and time of the next meeting were set by the group as Thursday 9th January 2014 at 2.00pm.

The meeting closed at 3.15pm