

Low Moor Medical Practice

Meeting of the Practice Patient Participation Group

Tuesday 9th April 2019

1. Members present: Bernard White (BW) (Chair), Maureen Rowland (MVR) (Practice), Jean Wainman (JW), Christopher Wainman (CW), Pat Hagan (PH), Norman Settle (NS)

2. Apologies: Alex Avis (AA) (Practice), Bev Monkman (BM),

3. Minutes of the Previous Meeting:

The minutes of the previous meeting were circulated and accepted as a correct record.

4. Matters Arising from the Minutes:

a. Care Navigation. MVR reported that the Care Navigation service is now in place and fully operational. This is generally being accepted by our patients.

b. Telephone Queuing System. This is now in place and discussions around telephone queuing systems were held. Currently the practice queue is to a maximum of 50 patients, after this point the caller hears the engaged tone.

c. Community Partnership 8 . Background: The government divided the country into community partnership groups, of which there are 10 in Bradford, and there are 6 GP practices in each group. Low Moor is in Community Partnership group 8.

CP8 has just appointed its first Self Care champion, Nigel Goff, whose role is to try and reduce the number of requests for GP appointments. This is in addition to practices employing independent pharmacists to see patients for minor acute ailments. The self-care champions role will take them around each practice in the group to talk to practice about self care. He is to be invited to the next meeting of this PPG along with the self-care champion for CP7, as the two localities overlap.

5. Health Care Champions.

a. The Health Care Champions now have **3 regular events** -a coffee morning each Wednesday at the practice and a craft and coffee morning at the Sedbergh Centre each Monday morning. The Sedbergh Centre meeting is attracting people from around the area, not just from this practice. In addition, there is a weekly walk on Fridays which links up with the walking group from the Wibsey Medical Practice.

b. The coffee mornings accept **donations toward the refreshments**, which are being collected with the view of buying a transport chair for patients in the practice. The target for fund raising is £250 for this and currently stands at £160.

c. The group are to hold a **craft sale** on the Wednesday and Thursday before Easter, selling items made at the Monday craft group. In addition, there will be the annual **Easter colouring competition** for children. This will all be accompanied by a healthy eating promotion, with fruit for the children (and adults) to munch on donated by Tesco. Prizes of chocolate eggs will be awarded to the best pictures.

d. **Red Nose Day** event raised £27.

e. The group does need to recruit more HCC's, as the work of the group continues to expand.

6. Practice Report. MVR gave the practice report discussing the Care Quality Commissions (CQC) visit and inspection, practice staffing, telephone system.

a. **CQC Visit.** The visit went well and achieved a rating of Good in 4 of the 5 areas inspected. The area of 'SAFE' was rated as requires improvement in the following areas:

Low Moor Medical Practice

- Nursing team members to undergo Level 3 safeguarding training
- Vaccine fridges to have temperature data loggers (these are in place).
- Fire Marshalls to be trained (**MVR** & **AA** to attend appropriate training)
- Staff appraisal to be brought up to date.

b. **Practice Staffing.** **MVR** reported there were a number of changes in the staffing of the practice.

Two reception team members have resigned and recruitment is on-going. Secretary Noelani Morton is planning emigration and Chloe Rushworth has taken over the role. Pam Barraclough has retired last week and her replacement, Amy Hall, will start on Tues 23rd April 2019.

c. **Telephone System.** The new telephone system is now in place and is fully working. The first greeting message is by Dr Gavin, followed by an appropriate queuing system. The reception team are now engaged in Care Navigation, directing patients to the most appropriate help for their current needs.

7. Social Media. CW reported that his computer is now fully functional and he is willing and able to update and maintain the practice Facebook page. This now needs to be designed and set up.

8. Prescription Issues. **NS** raised an issue with his wife's prescriptions not being ready on time, and the length of time he had to wait to have the issue resolved. He also mentioned an issue a fellow patient was having with his prescription. **MVR** apologised on behalf of the whole practice team for the length of time he had been kept waiting, but advised she was unable to make any comment on the issue of the other patient.

9. AA joined the meeting at this point. He apologised for his absence but was with the Health and Safety inspector.

10. AOB. a. CCG is holding a Networking Meeting at the Carlisle Business Centre tomorrow at 12.30. The speaker is talking on Cancer Screening. All are welcome to attend.

11. Next Meeting: Tuesday 9th July 2019 at 10.30am. This will be the AGM