

# Low Moor Medical Practice

## Meeting of the Practice Patient Participation Group

Thursday 9<sup>th</sup> January 2014

**Members present:** Carol Haxby (Chairman), Audrey Robinson, Derek Butterfield, Jean Wainman, Norman Settle, Colin Philpott (BDCCG), David Gibson (Practice), Dr Mark Cade (practice), Maureen Rowland (Practice)

**Apologies:** Sue Szepler, Carol & John Hazell, Chak Khan, David Robinson, Michael Turner

**New member:** Mr Gibson introduced Mr Philpott, who is the PPG member of the Bradford District CCG. Mr Philpott gave a short introduction of his role on the CCG and what the PPGs and CCG are doing together.

Minutes of the last meeting having been previously circulated were accepted as a true record of that meeting and duly signed by the chair.

### Matters Arising:

- Election of Deputy Chairman. Mr Butterfield offered his services but felt unable to continue into the role of chairman. As there were no other offers or nominations forthcoming, the group suggested that absent members were canvassed to see if they would stand by Mr Gibson. He would then circulate voting forms for a postal vote on the role so that the matter isn't left in abeyance to the next meeting. A report back at the next meeting would therefore introduce the new Deputy Chair to the group.

### New Matters

- Practice Team Changes.
  - Dr Gill Kitchen is back from her maternity leave and as a consequence Dr Jon Lolljee has moved on to pastures new. This does have the added advantage of giving the practice an increased number of appointments with a female clinician
  - Advanced Nurse Practitioner Sarbjit Kaur has joined the team. She is working purely on a Monday evening for the evening surgery providing a female clinician for workers' appointments. Sarbjit can do most of the roles a GP can, including prescribing, but with a few exceptions including sick notes. This again increases the number of appointments available with a female clinician. Sarbjit doesn't undertake regular nursing duties in this role.
  - Emma Hobson has joined the practice as a nurse. Having come straight from a hospital setting Emma is currently unable to fulfil the whole role that Nurse Jane Warriner did. The practice has been unable to recruit a fully qualified practice nurse, so have decided to take a Grow-Your-Own approach and have entered Emma on a series of training courses to bring her skills up to speed. In the mean time the practice are utilising the Practice Support Nursing team to fill the gaps, with a session every day being offered.
  - We now have a Alcohol Advisory Clinic on Thursday mornings, supported by the Piccadilly Project. An alcohol counsellor attends practice each Thursday morning and is available for anyone who has issues with alcohol.

# Low Moor Medical Practice

## **Changes in Working Practice.**

- Additional Monday night appointments: The introduction of the Advanced Nurse Practitioner on a Monday evening increases the number of appointments available in that clinic without negatively impacting the number of day time appointments available.
- Internet Bookings. A small number of internet bookings for appointments are now available to patients registered for SystmOnLine. This gives patients who are unable to ring the practice at busy times the opportunity to book a clinical appointment.
- To assist pre-booking by workers, the last two appointments of the day for each clinician are now bookable up to 14 days in advance. These have been moved from the middle of the session for this purpose.

**Annual Patient Survey.** Mr Gibson circulated a sample of questionnaires used in previous years to canvas patients opinions about the practice. He posed the question is the questionnaire sufficient or are there other things that need to be added to it.

Mr Philpott suggested adding to the survey an invitation to join the PPG to see if any new members can be recruited.

Mrs Haxby offered the services of the PPG to hand out the survey to take some of the weight away from the reception team

Mr Settle suggested advert/articles are placed in the Wyke Awake publication at strategic times to keep residents informed of happenings at the practice particularly for those who aren't connected to the internet. He will let Mrs Rowland have the contact details for this publication.

## **Review of Flu clinics**

Mr Gibson presented information about the latest flu vaccine campaign. There were 4 drop in clinics - 2 on Saturdays in October, 1 Saturday in November and 1 Wednesday evening in November for the workers. The Saturdays were busy occasions particularly in October but the Wednesday was very poorly attended particularly after 5pm and as such is unlikely to be repeated in future years.

Vaccine supply issues were discussed particularly as the practice ran out of vaccine on the second Saturday clinic. The flu campaign in the autumn of 2014 will have changes introduced to learn from the experiences of 2013.

**Saturday morning opening.** In line with the current push to take some weight from weekend A&E services, to date the practice has opened on 2 Saturday mornings which offered 2 doctors and a total of 36 appointments available. On the first Saturday 12 patients were booked in, on the second 15 were booked, 2 didn't arrive and one cancelled... so 12 patients again.

The service ceases at the end of January but has been advertised through the practice, on the internet and via posters in the local pharmacies.

Mrs Hazell had sent in a comment regarding the concern of residents in the Plantations about children who play on the street being in danger from car drivers on a Saturday morning. To this end all patients are being asked to be aware as they leave the practice after their appointments as this will also be an issue as the lighter nights come on.

# Low Moor Medical Practice

## Group Suggestions and Comments

- Electronic Notice Board: Mr Butterfield noted the board was running extremely slowly when he had been at the surgery in the morning. Mrs Rowland had noticed this earlier in the day and had rectified the problem between Mr Butterfield seeing the board and reporting the issue.
- Mrs Haxby reiterated the offer of the group to help with events such as flu clinics, survey sessions etc
- Mrs Haxby, having been at the area meeting on Wednesday, asked if the practice had applied for the governments Challenge Fund. Mr Gibson responded that this had yet to be discussed with the practice partners.
- Mrs Rowland fed back on 2 responses from the SystmOne team on development requests to the practice on-line prescription booking system
  - SystmOne had added a method of confirming that prescriptions have come through to the practice
  - SystmOne have refused a password reminder system as a potential breach of confidentiality. Mrs Rowland read SystmOne's response and it is attached to these minutes.

Dr Mark Cade left the meeting at this point

## Information Outreach

This is an on-going discussion item on how to reach patients who aren't necessarily up to date with the current technology. This particularly affects the older members of the practice population. Mr Gibson told of a telephone out-of-hours appointment booking system that works with the telephone and booking system without having to use the internet. This is in its earliest days of investigation so no real information is ready as yet.

Mr Settle suggested advertising around the local area to let folks know what is going on.

## Any Other Business

The date and time of the next meeting were set by the group as Thursday 20<sup>th</sup> March 2014 at 2.00pm.

There being no other business the meeting closed at 3.20pm

Chairmans Signature: .....

Date: .....