

## Northgate Surgery Patient Participation Meeting

### Minutes of Practice Meeting held on Thursday 5<sup>th</sup> October 2017

**Present:** A Kemshell, B Hinchcliffe, C Eades, A Jarratt

**Apologies:** A Sugarman, L Froude, J McNichol, C Pearce, G Ivey

	<b>Minutes of Last Meeting:</b> Agreed as a true record.	
	<p>AJK welcomed CE and AJ to the meeting and thanked them for coming.</p> <p>AJK went through the minutes of the last meeting and the action points. AJ had brought in some of LF's findings regarding the appointments systems at other practices such as Normanton and Castleford. It was discussed that not a lot of practices have a triage system and it is usually sit and wait clinics. AJK commented that this would not be practical at this surgery as there would be too many patients to see in one go and some appointments may not be needed and therefore wasted. AJK informed the members that it is currently questionnaire week and AS is going to ask CP to collate the results for this. AJK also mentioned that the Practice has restarted sending the DNA letters to try and cut down on wasted appointments.</p> <p>AJK told the group that sadly CB has resigned from the group. AJ and CE agreed that he had been a great member and has contributed a lot to the group. AJK mentioned that LS and CS had also left the group due to CS starting university. AJK asked the group if they had any ideas to make the group better and how to gain more members. CE suggested that we write to CB to thank him for his services whilst a member of the PPG. BJH explained that we have already sent an email thanking him.</p> <p><b>PRACTICE UPDATES</b></p> <p>AJK explained that the practice is looking much healthier than it has for a long time. We now have a new paramedic called Jayne who will be able to do home visits, triage and clinics. AJK also told the group we have two salaried GPs that have started, Dr Clark and Dr Brennan who have both been GP registrars here in the past. It was explained that once AJK comes back from leave there will be more pre-bookable and online appointments.</p> <p>Dr Davenport is now back on a phased return. AJK informed the members that we now have a full nursing team as well as two</p>	AS to contact CP to ask if he would collate the results.

<p>new pharmacists.</p> <p>AJK asked CE asked how the repeat dispensing system was going. She replied that this never worked out as the prescription was never ready to collect on time from the pharmacy. AJK suggested that patients can have more than a month's supply of medication at once but this is down to the doctor's discretion and the patient has to be on stable medication.</p> <p>AJK explained that we have heard this week that we are very likely to get some funds from NHSE for alterations to the premises. This will enable us to have three more clinical rooms as well as the roof sorting out. AJK said that the practice would also have to fund some of the work but without expanding the practice we will not be able to expand the services we provide.</p> <p><b>ONGOING PATIENT GROUP PROJECTS</b></p> <p>AJK asked the group if they had any ideas of how we could boost activity within the group. AJK asked if the group would be happy to do help with a coffee morning. AJ and CE agreed this would be a good idea and that it would be a good idea to raise money for a local charity doing coffee and mince pies. AJK suggested that we invite a lady in from the CCG who helps patient groups in boosting numbers and activity.</p> <p><b>FRIENDS AND FAMILY</b></p> <p>AJK went through the friends and family comments. There were a lot of positive comments. One of the comments mentioned was that patients are struggling to see the call screen when patients are standing in the queue for reception and reception staff do not check the disabled hatch and therefore disabled people feel they are waiting a while to be seen.</p> <p><b>NEWS FROM THE NETWORK / CCG / PATIENT ENTWORK GROUP</b></p> <p>AJK explained that there are two new initiatives for pharmacists. Two people will be starting in October and two have already started and are working within the local practices. They are able to deal with medication reviews and hospital discharge letters. AJK commented that Dr Riddett has been instrumental in this as Director of the Federation.</p> <p>It was stated that AS at new models of care. AS is also a Practice Manager Advisor who sits on a working group advising on new initiatives and the implications on a practical level for Practices.</p> <p><b>AF TOOL AND FLU CLINICS</b></p> <p>AJK explained that the flu clinics have started and we are looking for some volunteers to come and use the AF tool at these clinics. AJ and CE both said they would be happy to volunteer.</p>	<p>BJH to discuss with AS and rest of PPG to see if they are happy to do this.</p> <p>JD to have a word with reception staff about checking the hatch.</p> <p>BJH to contact AJ and CE to see when they can come in.</p>
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	<p><b>OOH – GP CARE WAKEFIELD</b></p> <p>AJK explained that the extended hours project has now started and is running at Pontefract General Infirmary for GP and Nurse Practitioner appointments and Trinity Medical Centre at Wakefield for GP and Nurse appointments. Northgate did tender to host the service in the East but it was rejected by the CCG as they didn't want the Practice to come across as an out of hours centre. AS is part of the project board and will attend meetings so we can feed back on how we think the service is working but at the moment it is a slow take up.</p> <p><b>CARE NAVIGATION</b></p> <p>Northgate was the second highest achiever in our area, behind Chapelthorpe who have been doing this for over a year now so a big well done to the reception team.</p> <p><b>AOB</b></p> <p>AJK said that AS is looking into changing the way that calls are received into the practice so they are received via the internet rather than the phone lines. This would involve investing in a new call recording system which would be costly at £6000 but the money this would save would be three times this amount. This would also mean that the call recording system is much more reliable than the one we have already and this will enable us to deal with patient queries and complaints more effectively. AJK said that the practice has recently spent quite a bit of money of new equipment such as a dermascope, online training updates, new examination couches and data loggers to record accurate fridge temperatures. AJK explained that the money from the IMPP prescribing scheme can be used for this equipment. But in order for this to be released, the patient group have to agree to this. AJ and CE both agreed and said any alterations to the practice that help to provide a better service is a good thing.</p> <p>AJK said the next time we have a patient group meeting we should have the results of the patient group questionnaire as well as the AF tool results.</p> <p>AJK thanked AJ and CE for coming.</p>	
	<p><b><u>Date of Next Meeting.</u></b></p> <p>Wednesday 6<sup>th</sup> December 2017 at 5pm</p>	