

## Northgate Surgery Patient Participation Meeting

### Minutes of Practice Meeting held on Tuesday 11<sup>th</sup> September 2018

**Present:** A Kemshell, H Green, Sharon Crouch, C Eades, A Jarratt, L Foude, J Clayburn, J Nye, C Smith

**Apologies:** J McNichol, J Ellard, S Eccles, C Pearce, G Ivey, A Sugarman

	<b>Minutes of Last Meeting:</b> Agreed as a true record.	
	<p>The meeting started by everyone introducing themselves.</p> <p><b>Presentation by John Nye</b></p> <p>John Nye attended the meeting and did a presentation on 'Expert Patient' and explained which patients this could benefit. John has worked with lots of patients at Friarwood Surgery and he is happy for Clinicians from other practices to refer to him too.</p> <p>He spoke about the different meetings that he has had with people within the NHS to create his role. He explained that his role to be able to offer advice to patients who may need help with problems that would free up GP's time. During the discussion the difference between medical and social care was explained along with connecting care, which is a mixture of different organisations they work together to offer patient care. John Nye explained the referral process via the secure NHS net account and that he would update practice following the sessions. He explained that he is not clinically trained and not a Doctor but can assist patients with other holistic needs. He explained when he was available and from which sights.</p> <p>The presentation also touched on Live Well which is being advertised by Wakefield council as well as SMASH groups which are groups that help people after courses that have finished, which keeps them in contact with people who run the group, which promotes self-management and self-help.</p> <p>John has set up a Facebook group which shows things on offer in the area, such as health walk.</p> <p>He mentioned at that he was disappointed that 33.000 people live in the Wakefield area and that he hardly sees anyone.</p>	Practice to start referring

### **Practice Update**

No news on the roof, it is still in the pipeline with no start date at the moment. The alteration work on the Endoscopy unit is on Monday.

### **Staff Update**

SC informed the group about the new recruits across all departments. We have a new Advanced Clinical Practitioner called Steph, who can triage but cannot prescribe at the moment. Helen from reception, who has been with the Practice for around 25 years is also leaving, she is going to work at a smaller practice.

### **DNA s**

In the week that was audited there was 113 missed appointments that equates to 1130 minutes, 18 Hours or 7 full GP sessions which is equivalent for one of the partners. Of the DNAs 8 of the appointments were booked on the day, 7 within 48 hours, 24 within 2-7 days and 65 appointments booked over 7 days ago. The biggest group was patients between the ages of 26-55. Some appointments that was DNA'd were for things like the diabetes clinic, which patients had actually booked themselves whilst with the HCA. The DNA process was explained and how the Practice deals with the on an individual basis.

We also spoke about how the working population were the ones that DNA the most and we discussed how we could possibly combat this.

The PPG also spoke on how to promote the online services. The Group said they were happy to come into the practice and help with this as we now have WIFI so they could show and advise patients on how easy it is to use. It was also mentioned that they might be able to utilise the AF handlebar as a joint exercise as they did last year. They suggested that it be done in November, when the Questionnaires will be given out again.

### **Friends and Family**

The most recent Friends and Family response were discussed. There were lots of positive comments.

### **Pharmacy 2U**

This was discussed at the meeting, the pro's and cons of the service. The registered office is in London and if there was any problems with the prescription then it could take longer to sort out queries potentially cause delay in the patient getting their medication.

AJK to Monitor  
DNA's

<p><b>Network</b> No news from the Network.</p> <p><b>Website</b> We are down to three templates which are believed to be suitable. The group agreed to review these templates at a later meeting when (CP) is present. CP has been the one looking at the website to decide which of the new ones would be the best option.</p> <p><b>NHS cancer screening poster</b></p> <p>The Meeting reviewed a poster sent by Linda Heptinstall regarding cancer screening that is to be offered at Collage Lane. The proposed poster was passed around for feedback. The PPG said that the poster was not a good example of how to advertise as there was no information as to who was running the clinics (NHS or a company) and how the screening test is to be done, is it a blood test, scan or another way. One of the member said that 'she liked the idea but not the poster' to which Dr Kemshell agreed, as there was no contact detail or how to get to have the test done was it, for example, a referral or self-referral.</p> <p><b>SURVEY</b></p> <p>The meeting also talked about the survey and asked if everyone had had chance to view them by following the link previously sent by the practice. The PPG expressed that they had not received the link to review the results. Apologies were given. The results were talked about by SC.</p> <p>We have improved the most out of the surgeries involved (Friarwood and Stuart Road) in most areas. Reception has improved the most by 8% since the last survey. SC also said that any positive comments that we were getting, we were asking patients to put them on the NHS choices website.</p> <p><b>PATIENT SURVEY</b></p> <p>It was agreed for this to be carried out first 2 weeks of November along with the cake sale as per last year. The 2 members of the PPG were happy to do this again this year along with a member of the admin team.</p>	<p>CP, HG, SC</p>
<p><b><u>Date of Next Meeting.</u></b></p> <p>Tuesday the 27<sup>th</sup> November 5pm</p>	