

**Northgate Surgery Patient Participation Meeting
Minutes of Practice Meeting held on
18th April 2016**

Present: A Kemshell, A Sugarman, B Hinchcliffe, G Ivey, C Pearce, B Dunderdale, A Jarratt, W Bailey, S Eccles, C Birch, L Froude, C Eades, N Kendrew

Apologies: S Crouch, B Stevenson, S Smith

	<p>Minutes of Last Meeting: Agreed as a true record.</p>	
	<p>AS started the meeting by thanking everyone for coming and welcomed our new member NK. AK was also welcomed to the group as our new GP.</p> <p><u>ACTION POINTS FROM LAST MEETING</u></p> <p>AS went through the action points from the last meeting and told members that most things have been completed. The action points outstanding were 1. The check-in screen to show how long a patient would be waiting 2. Background information on GPs to be added to the website. AK added that there may be personal reasons why GPs did not want their pictures on the website, so maybe a group picture would be better. AS said the doctors do have their qualifications on the website but a summary of their clinical interests could be added. AK said patients just want to know their doctor is human and this would help. 3. A name board in reception with a list all of all the doctors and which rooms they are in. Some members didn't think this was necessary as patients know who they are coming to see. AS said she would circulate a list to all the patient group rather than having yet another item on the walls in reception as this is also a problem.</p> <p>LF also said the call screen was a lot easier to read after it was raised at the last meeting. CB added that the login to online services is hard to find and that it needs to be on the home page. AS informed the group that the website is a template and is hard to change but will look into having a tab added so there is one point of access for all online services. CE said that she did not think it was easy to find the link to book online appointments because the tab said 'need an appointment'. AS explained that the website template would not allow a change of wording.</p>	<p>ACTION SCROUCH</p> <p>ACTION AS</p> <p>ACTION AS</p> <p>ACTION AS</p>

PRACTICE UPDATE

Telephone Prescription Line - AS told members that the reason the telephone prescription line is closing is due to clinical risk. One mistake had been made that week which if the GP had not been vigilant would have resulted in the wrong medication being authorised. All the other Practices in the area are ceasing their telephone lines also. AK went through the various ways of ordering repeats including online. GI added that this might be difficult for older patients that order acute medication every month. AK suggested that the best way would be to contact the chemist and ask them to order the prescription. CP asked if patients have holidays booked, would they be able to order a double prescription. AK said a comment can be put in the note section when ordering.

Staffing - AS stated that she had already introduced our new GP but that we are looking for another GP to join the team or an Advanced Nurse Practitioner. Many members agreed this was a good idea and that they all liked Mel who is our current ANP.

AS also informed the members that we will be trialling a pharmacist to come in once a week to help with any queries. The pharmacist is from Leeds and she is fully qualified although she has never worked in a GP practice. AK added that this should free up a lot of hours as she will eventually be able to see patients to do their medication review. AS said that she would appreciate any feedback that members may have if they have any involvement with her as we may look at employing her permanently in the future.

Premises - AS told the PPG that the roof is still leaking but the practice is in discussion with the landlord. AS and AK explained that the roof is the landlords responsibility but the practice needs to decide if we want a mezzanine floor building above the waiting room to allow space for more clinical rooms, but parking is an issue and the Practice is looking at options to solve this.

Opening hours - AS confirmed that she had written to the group to explain the rationale behind the changes to opening hours from late nights to early mornings. She reported that since the extended opening time changes we have had less DNAs and the clinics are well attended.

One patient had commented that there were too many yellow posters displayed around the surgery. AS explained to the PPG members that we are a sensory impaired friendly surgery and this is a scheme for visually impaired. AS said that yellow is the best colour for patients to see. CB said patients will not know the reasons behind this. CE added it would be a good idea to have a message on the TV screen to say we are supporting the visually impaired.

AK said that there were a few comments about the car park. BD said it might be a good idea to look into being able to use the car park at Mama Mia's throughout the day while the restaurant is closed. AS explained that this is too costly for the practice as these parking spaces are rented out.

NEWS FROM THE NETWORK / CCG / PATIENT NETWORK GROUP

AS explained that the Federation is now a legal body with 15 practices involved including all the practices in this area apart from Ferrybridge. AS added that it is a very strong organisation which is not a legal entity. AS told the members that Dr Patel is on the board of Directors but other GPs will have the opportunity to be on the board in years to come.

AS explained that there had been no meetings with the patient network group, but said that the new Federation was an ideal opportunity for the network PPG that was formed to work as a Federation PPG which would be bigger and would work more effectively. CB said that he is happy to continue as our representative and GI would go with him to any meetings in the future. GI said it is best to have two members just in case one cannot attend the meeting.

NEW ITEMS

Appointment System - LF said that she felt continuity is very important and would like to see the same doctor where possible if it is an ongoing problem. AK said this could be difficult if patients have seen a locum GP. CP said booking appointments online allows you to choose which doctor you would like to see.

AJ asked about booking an appointment for a child, AK said any child under five years old will be automatically given an appointment when they call the surgery.

	<p>AK added that with doctors leaving the practice and new doctors starting the rota was not put on as quickly as normal and that is why patients could not book appointments in advance. AK added that patients should not be told to ring back at a later date in the future as the rota has now been added.</p> <p><u>NEWSLETTER</u></p> <p>AK asked the group what their new aims are. CB said the group has always been driven by the practice so have never been asked this question. AK told the PPG that she is here to help them with any projects within the group and wants there to be a newsletter. Anything going on within the practice or the patient group needs to go into this. She asked all members to have a think about what they would like to see in the newsletter and she would also collate some ideas for the next meeting.</p> <p><u>TEENAGE FRIENDLY</u></p> <p>AK stated the importance of the surgery being teenage friendly and not to belittle them. AK said she wants to encourage a teenage patients to join the patient group so their ideas can be used to help us become more teenage friendly and more accessible to the younger generation. AS told the members that we now have a young person's telephone clinic which is now advertised on the website. CB added that setting up a Facebook Page may encourage younger members.</p> <p><u>AOB</u></p> <p>AK asked members to think about what items they would like to have on the next agenda.</p>	ACTION AK and GROUP
	AS thanked everyone for attending and hoped NK had enjoyed his first meeting.	
	<p><u>Date of Next Meeting.</u></p> <p>To be confirmed.</p>	