

## Northgate Surgery Patient Participation Meeting

### Minutes of Practice Meeting held on Thursday 13<sup>th</sup> December 2019

**Present:** A Kemshell, R Fiddler, H Green, C Eades, A Jarratt, L Foude, J Clayburn, C Smith, C Pearce, G Ivey, R Walker

**Apologies:** S Eccles

|  |  |
|--|--|
| <p><b>Minutes of Last Meeting:</b> Agreed as a true record.</p>  |  |
| <p><b><u>Practice Update</u></b></p> <p>RF informed the PPG that the surgery had received its proposal for a new lease of the building and the partners were having a meeting to get it signed and that one of the proposals was that new carpets and decorating was to take place as the building was looking tired. It was also decided by the partners that the surgery did not want to move and leave the endoscopy unit or the location.</p> <p>Once the lease has been agreed, it is likely the building work could start as soon as February. The work needs to be done by December 2020, otherwise the practice will lose the funding.</p> <p><b><u>Staffing</u></b></p> <p>AJK announced that staffing was tight at the moment. It was announced that our prescription clerk has sadly passed on and that two of our reception team have taken up prescriptions. We have recruited a new ex paramedic called Bryony to train as an ACP (Advanced Clinical Practitioner) but recruitment for an ACP has been hard as there is a shortage of ACP's as demand is now very high for them.</p> <p>It was also announced that Healthcare Assistant (HCA) Sarah has left after 10 years to go to Friarwood Surgery. However we have a new HCA called Michaela starting on the 17<sup>th</sup> December and HCA Katie will be back from maternity leave in January 2020. It was confirmed due to the shortages for HCA's in December, this is why the practice has no walk in blood clinics until January.</p> <p>It was announced that Dr Seddon had left for maternity leave and that we had locum cover in place for this.</p> <p><b><u>Primary Care Home</u></b></p> <p>There has been a bit more movement on the Primary care Home that we</p> |  |

are a part of. We now have a social prescriber in place to refer patients to for things that promote social and mental wellbeing. Our Primary Care Home has been given £470,000 to invest in mental health services we can offer within our Primary Care Home, especially for the younger patients in our PCH, There is an idea of investing in a bus that can travel round to local colleges where younger people can talk to people in that setting. This is still in discussion.

We have also initiated a library of self-help books that can be taken by patients to read at home. If a patient would like a book they simply need to log it out with reception. There has been positive feedback from patients about the library.

### **CQC Telephone Inspection**

RF and AJK jointly informed that a telephone inspection had took place and that the surgery had passed. The Group queried how this would take place. AJK explained that the surgery is given questions that need to be answered and that is how the inspection is rated. As the Surgery has passed we will have a physical inspection by 2021.

### **Online Appointments**

A discussion took place informing that there are no online appointments to book until the 27<sup>th</sup> December for either Doctors or Nurses. AJK explained that due to staff shortages that there wouldn't be as many online as Locums do not have online appointments. The group insisted that this should be looked at to see if more could be released online.

AJK to discuss with AS

### **Patient Questionnaire**

A short presentation was held to show the Patient Group a draft version of the patient survey on survey monkey. The patient group were happy with the mock up and a general consensus was that it may help with general uptake of completing the questionnaire as we may be able to reach people that don't usually come into surgery. CP was given the details of the account to peruse in his leisure and a date range for patient questionnaire week was set for the 10-21 February 2020.

### **GP Engage Consult**

RF announced that there will be a new way for patients to contact the GP. It is a new online system that patients can contact the GP for a admin, medication or general query with the Doctor. RF asked for a couple of volunteers to try out the system and see how it worked with our system.

CP, GI, CE volunteered

### **Raffle and Cake Sale**

The PPG spoke about the raffle and the prizes. The Surgery raised an amazing £656.15 for the Prince of Wales Hospice. Nearly all the prizes have been collected.

|  |   |                              |
|--|---|------------------------------|
|  | <p><b><u>Future Projects</u></b></p> <p>The Patient Group spoke about future programmes that they may wish to undertake. The Group would quite like to do another AF Handlebar session.</p> <p>A discussion was also held about the services that have been taken from Pontefract hospital to Pinderfields General hospital and how the services are full and have no capacity. The Group decided to call it 'Project Patient' where they will try and encourage other Patient Groups and MP's in our local area to question health bosses as to why they are taking facilities from places such as Pontefract when Pinderfields cannot cope.</p> | <p>HG to inform of dates</p> |
|  | <p><b><u>Date of Next Meeting.</u></b></p> <p>Tuesday 31<sup>st</sup> March</p> <p>Items to be discussed:</p> <p>Brief questionnaire report<br/> Project Patient<br/> Newsletter<br/> Online Apps<br/> Online GP engage consult</p>   |                              |