

Northgate Surgery Patient Participation Meeting
Minutes of Practice Meeting: Tuesday 4th June 2019

Present: A Sugarman, A Kemshell, A Jarratt, L Froude, L Hawkswell, C Eades, C Smith, J Clayburn, C Pearce, G Ivey, S Eccles

Apologies: J McNichol

	<p><u>Introductions</u></p> <p>AJK and AS welcomed the group and thanked everyone for attending. A new member, Linda Hawkswell was welcomed to the group</p> <p><u>Previous Minutes</u></p> <p>The minutes from the previous PPG meeting were agreed as a true record.</p> <p><u>Practice Update</u></p> <p>AS stated that the Surgery is no further forward with the extension plans and that they are keen to get started as the requested funding is due to expire in 2020. AJK mentioned that there is currently 5 years left on the lease and the District Valuer would not accept a further lease as the building currently stands as it is not fit for purpose. The landlord is currently assessing what exactly what needs to happen in regards to repairs and modifications of the building and any updates will be discussed during the next PPG meeting.</p> <p>LH mentioned that the building plan exhibited in reception is out of date (2018) and may be confusing for patients. *AS said that the plan is still exactly the same but agreed wording could be changed to “proposed” as not to confuse.</p> <p>AS touched upon the ever-growing patient population which currently stands at approximately 12,600 and that the Surgery is trying to increase nursing hours to help accommodate the constant growth. *CP stated that she understood that if new houses were being built in the area, the developers had to pay a fee for the infrastructure which should find its way to the CCG and hopefully back into the Surgery.</p> <p><u>Staff Update</u></p>	
		<p>*AS to look into</p> <p>*AS to speak to CCG</p>

	<p>AS asked everyone to congratulate AJK on her first PPG meeting as Partner at Northgate Surgery. In regard to staffing AS informed the group that SC is leaving the Practice on Friday 7th June 2019 to become Practice Manager at another Surgery and that the Surgery would welcome Rebecca Fiddler as the new Deputy in July 2019. AS also informed the group that Dr Seddon has been asked to join the Surgery as a salaried GP and AJK stated that they hoped this would help with appointments.</p> <p><u>Patient Questionnaire Presentation</u></p> <p>CP presented the outcome of the patient questionnaire stating that the amount of patients that had completed the questionnaire had dropped by approximately half in 2018 compared to the previous year. The group discussed why this could be, many things were touched upon including the length of the questionnaire, people taking the questionnaire home and not returning it, time of year etc. CP stated that the questionnaires were handed out at the same time of the year in 2017 as they were in 2018. 77% of the patients who completed the form were aged 50 plus (2018) this statistic had risen from 63% the previous year (2017). Accommodating for errors approximately 60% of patients that completed the questionnaire were female and 40% male. 96% of questionnaire participants were happy when they went through triage, 80% of participants were seen no later than 10mins after their scheduled appointment time, and 78% of participants believe that their appointment with a GP was completely worthwhile. The question in relation to the helpfulness of reception staff was not statistically different to past years and the outcome shows that they remain consistently helpful.</p> <p>The group concluded that the questionnaire should be condensed to leave out questions such as sex of the patient and if the patient felt better after their appointment, when they were last seen by a GP, if they are able to cope with their illness, if they understand their illness and age of the patient was also debated in regard to its usefulness. *CP agreed with this and will have a look at what can be done to shorten and simplify the questionnaire and will send a rough copy to AS.</p> <p>*It was also noted that the call screen is still displaying a message regarding the questionnaire and looks unprofessional.</p> <p>The group decided that the 2019 patient questionnaire would be given out the week commencing the 4th November 2019</p>	<p>*CP to look into</p> <p>*AS to look into</p>
--	---	---

(during Flu season) and would continue until at least 150 questionnaires have been returned.

Did Not Attend (DNA) Appointments

Not discussed during this meeting.

Triage

Triage was discussed by the group with CE stating that she did not like the waiting around aspect of triage and not always able to get to the phone when triage staff try to contact (work commitments). AJK said that in general triage staff are very good and often try to call a few times if the patient does not answer the first time and will try to be as flexible as possible when time allows if a patient asks for a certain time to be contacted. AJK went on to explain that the whole point of triage is to try and reduce GP appointments required and as a national statistic 75% of patients will be booked a GP appointment with a GP and the remaining 25% can be dealt with by triage saving unnecessary GP appointments being booked. This may cause patient to be annoyed, as they did not get an appointment to see a GP, but they did not actually need to see a GP. LF mentioned that she felt patients were now getting used to the triaging system.

Primary Care Home

AS stated that we belong to the local Primary Care Home (Wakefield Health Alliance Central) which is an integrated team of specialists to help with preventative care with the main goal of keeping patients out of secondary care for things that can be dealt with elsewhere.

Also belonging to this group are Stuart Road Surgery, Friarwood Surgery and Ashgrove Surgery. The Primary Care Home will mostly concentrate on the three areas of Mental Health, Obesity and Cancer Care. AS mentioned that the PCH was just getting up and running with the governance and funding side of things. The PCH will be employing a Social Prescriber who will work in our Surgery one day a week to give advice and signpost to relevant services.

Online Appointments

AS explained that by July 25% of appointments must be offered online. This was not just GP appointments but Nurse and HCA appointments also. AJK stated that this would need to be done carefully in order for the patients to book the correct amount of time for their appointments. This could be

done using specific clinics for bloods and spirometry etc.

AOB

The group mentioned that they feel the Surgery is missing a carer's support group. AS stated that the surgery does have a Carers Champion who is responsible for promoting the services that are available to carers and we do have our own carers folder which staff are encouraged to hand out. She also mentioned that the Surgery will soon be attending an informative meeting on how to improve our carer services. AJK agreed that giving more support to carers should be something that we concentrate on.

AJK mentioned that Dr Riddett was very keen on the idea of a Wellbeing Library that would contain general self-help books etc. for people to loan whilst waiting for a specialist appointment. AJK explained that this is already happening in Castleford and Ackworth and has good feedback. Dr Riddett requested it be discussed with the PPG for their feedback. There was a group discussion regarding this and how it would need policing to ensure that the books were returned, the health and safety and hygiene of this was also discussed and the fact that it might be time-consuming to monitor. Overall, the group had reservations about the idea and didn't think it was a good idea.

AS informed the group that some of Northgate's staff recently did a sponsored walk to raise money for the Charity STAR Bereavement Services who help children with the loss of a loved one through counselling. AS then cited further to this there will also be an auction night on the 5th July 2019 at Kellingley Social Club to try and raise more funds for STAR and anyone is welcome and any donations would be greatly appreciated. AS requested that donations were received a week before the event

The group set a potential date of the week commencing 7th October for members to assist with the AF Handle Bar assessments and the self-check in.

Cake Sale and Raffle

The date agreed and set for the cake sale and raffle was Tuesday 3rd December 2019

	<p><u>Next Meeting Agenda</u></p> <ol style="list-style-type: none">1. Final review of the amended patient questionnaire2. Any updates in relation to any new information regarding The Primary Care Home <p>The PPG attendees set the agenda for the next meeting which was confirmed for Tuesday 17th September 2019.</p>	
--	--	--