

Patient Participation Group 4.00pm 26/09/2019

Minutes

Present: AHAMP,AH,ST,TG,CY,MB,KS

Apologies: LB, JS ,CS

In attendance: Beth R

1. Introductions and welcome	All
2. Minutes of last meeting	Correct
3. Surgery update	<ul style="list-style-type: none"> • Visit about mental health took place last Friday • Appointments are being managed well. It has been a real success opening up the on-line appointments at 8am. There were 100 appointments on the day of the meeting 15 of which were made on-line that morning. Crossley St has the highest use in the area of on-line services to book appointments. The surgery now asks all new patients to enrol for on-line services straight away. • Dr Ade is retiring on the 31st October. He has been on long term sick. We wish him well. • Dr Rickwood has had surgery and is due back mid to late November. • Flu vaccination days are now starting for the over 65's. 400 have already been done when patients have attended appointments. Letters will be sent out for the under 65's, if the patient is eligible, as soon as the vaccine arrives. Children have a nasal spray and all primary school children receive theirs at school. 3-4 years and 10-17 years are done at the surgery. • Photographs are to be taken of new staff and we can sort out the board and add the PPG photographs as well. Anita will provide us with a list of all members of staff. • There is a shortage of reception staff at the moment due to illness. There is a McMillan coffee morning tomorrow (27th Sept) • The time to get a prescription from the surgery is 2-3 days. The surgery is looking at the web site to try to make this more obvious. The pharmacy is struggling to keep pace with the number of prescriptions and there have been reports of patients waiting up to a week. Boots in the Horsefair centre are now charging to deliver drugs and pharmacies are no longer accepting dosset boxes or

	<p>are wanting to interview patients before agreeing to fill them.</p> <ul style="list-style-type: none"> • Missed appointments – Drs can mark on their system if a patient misses an appointment. A text message is then sent and if there is any concern about the patient staff will continue to try to contact them. • Beth – There is now an NHS app. but at the moment it doesn't do anything that Systmonline can't do. More new patients are signing up to use on-line services. Can we help at all? The difficulty with this is around confidentiality of the patient's information. Requests from patients for access to their records, has to be approved by a GP. Every patient will have the right to ask for this from next year. The surgery will have to go through these records to ensure that there is nothing in them pertaining to a third party and if there is remove it. Beth will send the NHS app. for Anne to distribute. 												
4. PPG Boards	<ul style="list-style-type: none"> • The main board has now been updated with 'A day in the life of a GP' • The two smaller boards now need attention. Is anybody willing to take over sorting these out? 												
5. Children's corner	<ul style="list-style-type: none"> • There has been one complaint, about children playing with toys upstairs, because it was felt to be too noisy but otherwise the play areas have been well received. 												
6. Newsletter	<ul style="list-style-type: none"> • The latest newsletter is now available and there are copies in the surgery. We wondered if the surgery newsletter was sent to patients electronically and if it is whether it would be possible to attach ours to it. 												
AOB	<p>PPG event- This will take place in Leeds and Liz, Anne, Maureen and Margaret will attend.</p> <p>Dates of meetings in 2020 –</p> <table> <tr> <td>Jan. 30th</td> <td>July 30th</td> </tr> <tr> <td>Feb. 27th</td> <td>August – No meeting</td> </tr> <tr> <td>March 26th</td> <td>Sept. 24th</td> </tr> <tr> <td>April 30th</td> <td>Oct. 29th</td> </tr> <tr> <td>May 28th</td> <td>Nov. 26th</td> </tr> <tr> <td>June 25th</td> <td>December - No meeting</td> </tr> </table> <p>The dementia booklet sent out from the office of Alec Shelbrooke MP was shown to members.</p>	Jan. 30 th	July 30 th	Feb. 27 th	August – No meeting	March 26 th	Sept. 24 th	April 30 th	Oct. 29 th	May 28 th	Nov. 26 th	June 25 th	December - No meeting
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Next Meeting	31st Oct. 2019 4-6pm in the upstairs meeting room. Crossley St Surgery												