

Patient Participation Group 30/05/2019 4.00pm

Minutes

Present: LB,KS,ST,CY,MT,MB,CS,JS,AH.

Apologies: TG,MW

In attendance AH, Dr Salisbury

There was a pre-meeting at 3.30pm to discuss ideas based on our own findings as to how to deploy the six extra hours of surgery time for patients. Discussions concluded with recommendations of 3 hours telephone contact by GP's shared between early morning e.g. 7-8am and after surgery hours 6-7pm plus 3 hours taken by nurse clinics for blood tests, or female health/sex appointments. Discussion included the possibility of a 'walk in' service being implemented.

1. Introductions and welcome	All. Welcome to new members- Catherine, Jonathan and Maureen
2. Minutes of last meeting	Correct
3. Dr Salisbury	<p>Dr Salisbury explained his position of being the Crossley St representative for the Primary Care Network (PCN) group of local surgeries and involvement with delivering locally the NHS England 5 year plan. This will be a long term project as staff in all areas need training. e.g. Paramedics requiring prescribing training, more clinical pharmacists being trained, social prescribers to be trained etc. The later will be able to offer wider social care. The intention is to take some of the workload away, that others can do, from GP's. (The country is facing a shortage of GP's and so this is intended to alleviate the situation'</p> <p>The time that Dr Salisbury takes out of the surgery for this work is the equivalent of half a day each week. Funding has been provided for a replacement Dr and so no patient appointments are lost.</p> <p>Dr Salisbury said that providing the extra hours for consultation was compulsory and Crossley St has to provide 6 of the 18 hours in the local area. The Leeds Federation(PCN) is to organise on behalf of individual practices. Our area can use the spare rooms at the Health Centre (near the Cluster of Nuts car park) and also the 'Healthy Minds' and</p>

	<p>telephone calls. Walk in clinics are a possibility and will be discussed by clinicians as to how they could work possibly early morning or later in the evening.</p> <p>All ideas need staffing and the staff require training and so nothing is going to happen soon.</p> <p>Dr Salisbury was thanked for coming and updating members.</p>
<p>4. Surgery update</p>	<ul style="list-style-type: none"> • The matter which was raised by Trevor by email, regarding patients who queued outside the surgery getting appointments more quickly than those who telephone at 8am has been taken up by Anita. The result of her investigation and own small audit was that patients who queue do not get priority. The door is unlocked at 8am for patients to wait at reception, the same time that telephone calls are answered by 5 staff. Anita informed us that one third of appointments are held for booking on the day whilst others had already been booked in advance by patients or GP's requiring repeat appointments for patients. Anita will email Trevor to explain. • The management of appointments (Helen is the Operational Manager) is continually looked at. There is a possibility that there might be an on line slot between midnight and 8am when patients could make an appointment for that day, but this is still under consideration. • Sue asked Anita about a poster advertising a self help group for polymyalgia Rheumatica and Giant Cell Arteritis and whether it had been displayed anywhere. Anita said that they had many requests to display things but she would try to find out. • Staff update – Dr Jess Jones now appointed and also one more nurse. • Anita was thanked for her input.
<p>5. PPG</p>	<ul style="list-style-type: none"> • Liz updated \anita on the PPG membership of NAPP. The fees are now due and Liz agreed to pay them and then claim the £40 back from the surgery. • The latest NAPP newsletter has been forwarded to members • A proxy vote for changes to NAPP's charitable status to bring it in line with new regulations has been completed and returned by Liz.
<p>6. Childrens corner</p>	<ul style="list-style-type: none"> • Sue has investigated the plaque identifying the Bilton and Bickerton Parish council as the providers of the new children's area in the upstairs waiting room. A suitable supplier has been found and Sue will write to trevor to identify what he thinks the inscription should read. It was thought that there should also be some mention of the PPG. • Anita confirmed that all the equipment had now arrived other than books. She is waiting for the handyman to return from sick leave for them to be installed. One item was upgraded at no extra cost because the original item was no longer available.

7. Newsletter	<ul style="list-style-type: none"> • Liz requested ideas for the summer newsletter be sent to her. Sue asked if the poster mentioned before (self help group) and the Hedrbert protocol be included. She will send Liz further information. • No feedback slips have been received from the Spring newsletter regarding 'signposting' in the surgery.
8. Noticeboard	<ul style="list-style-type: none"> • PPG awareness week is the 10th-15th June and it was suggested that the board should promote the PPg in Crossley St surgery- who we are, what we do, how we can help etc. Sue will look for information but will be unable to help with the board next week due to Wetherby in Bloom commitments. • How to improve communication with patients is still a problem. • Discussion took place about how to reach the younger generation, maybe by visiting schools. Jonathan offered that there might be some interest if the event was advertised sufficiently. • Discussion about the wellbeing of students in school and the apparent silence around mental health issues.
AOB	<p>Rutland Lodge visit.</p> <p>Anita is quite happy for members of the Rutland Lodge PPG to attend our next meeting on Thursday 27th June. We will contact them to confirm arrangements.</p> <p>The meeting ended with thanks to everybody who attended and hope that the new members would attend the next meeting.</p>
Next Meeting	<p>27th June 2019 4-6pm in the upstairs meeting room. Crossley St Surgery</p>