

Patient Participation Group meeting 28/02/19
2pm – 4pm
Minutes

Present: LB,ST, AH,KS,TG and Anita Hampson – Practice Manager

Apologies: MT,MW, CY

Resignation:

In attendance:

1. Introductions and welcome	All
2. Minutes of last meeting 3. Adam Stewart	Taken as correct. Following Adams visit it was wondered if having a stall in the High School, Wetherby in Bloom event or the Dickensian market Ask Adam if there is any funding available from NAPP to repeat the children’s corner upstairs(Adam has replied and says there is none and suggests we fund raise)
4. Surgery update <ul style="list-style-type: none"> • New patient folder • On line services • Clarify evening services • CQC 	Comments have been sent to Anita and the folder returned. Anita said these were useful. There will be three folders one for each waiting room. All tables will be cleared and the next time the handyman is in the surgery racks will be fitted to hold magazines. The new telephone system will go live on the 14 th March all being well. 47% of patients are ordering prescriptions on line. The last visit from the CQC was in 2015 and the next visit is expected in the next six months. The CQC representatives will want to speak to some of the PPG members They are likely to question any member of staff about sepsis. Staff safety, adequate staffing at all times, resuscitation equipment, response to emergencies (There is a panic button in the surgery that calls all Drs and nurses in an emergency), Drug fridges etc. Does the PPG have any suggestions that the surgery can use in the presentation that has to be presented to the CQC?

<ul style="list-style-type: none"> • Requests for letters • Drs attending the meetings • Prescribing • Ten year plan • Wound management • Patients records 	<p>The surgery is being inundated with requests for letters which have always been charged for when collected. However, sometimes they are never collected and the Drs have spent some time searching notes. In future any requests will be charged for in advance Can we let Anita know if we would like Drs to talk about a particular subject.</p> <p>Each partner has special responsibilities Dr Frith – prescribing Dr Salisbury – commissioning locality lead (Anita will ask to attend May or June) Dr Rickwood – Finance and Prison service Dr Hall – training</p> <p>Informing patients that some drugs and treatments can be bought over the counter is working quite well. A 5 year contract has been agreed for GP's. There is going to be billions invested in the NHS but not in surgeries. The plan is to have Primary Care Networks and they will get the money</p> <p>Wound management is a problem with some dressings needing changing every day. The surgery is working in conjunction with the district nurses but this is difficult because of shortage of staff. With PCN they should never be missed.</p> <p>In answer to a question asked Anita informed us that details of patient visits etc. are added when the patient is seen. If they are ever missing from where they should be it will be because they have been recorded in the wrong place.</p>
<p>5. PPG Boards</p>	<p>Suggestions for the next board are welcome. We will also decide on how to present the services that the surgery provide and prepare the board with this information for when the CQC visit. Anita will send us a list of all services provided by the surgery.</p>
<p>6. Children's corner</p>	<p>As mentioned already we would like to provide a childrens' corner in the waiting room upstairs. Mark Stewart has informed us there is no funding available and so if anybody has suggestions for fund raising ourselves please inform the members of the group</p>
<p>7. Newsletter</p>	<p>The spring edition will be produced later.</p>
<p>AOB</p>	<ul style="list-style-type: none"> • Members of our PPG who wish to undertake NAPP training must arrange to do this themselves. Information should be available on the NAPP web site • PPG awareness week 10-15th June. If you are interested or have any suggestions for celebrating this please let us know • Urgent treatment centres – these were discussed and comments can be sent to the CQC. Some have already filled in and sent back forms with comments. The nearest to us will be at Seacroft, probably, which is not very convenient. • The 'Big Thank You' Members felt that this was something that they didn't want to pursue. •
<p>Next Meeting</p>	<p>28th March 2019 4-6pm in the upstairs meeting room. Crossley St Surgery</p>