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Patient Participation Group – 16 February 2016 at 17:00

Minutes of meeting

Attendees

Karen Taylor, Practice Manager and Chair

Annemarie Lowe – Practice Nurse

6 patient representatives

4 apologies

1. Matters arising from previous minutes

- DNA's – message to be put on TV screen indicating the number of wasted appointments last month
- Care.data programme – no new information to date
- Surgery lighting – for security purpose lights in surgery porch cannot be switched off
- Pharmacy services – The new Boots area manager was to attend the meeting but did not make it.

2. Practice Survey

The results of the practice survey were made available to the group for review.

The results continued to show a high level of satisfaction with the surgery.

The group decided to take the results home for a full review and to bring back any suggestions for the practice at the next meeting.

Feedback regarding the level of service from the local pharmacy centred mainly a round items not being in stock and waiting times. KT to contact area Manager to follow up

3. Collaborative working

- Update on winter scheme. Currently running in conjunction with Colton Mill and Moorfield House. This will come to an end 31 March 2016
- A new scheme is being proposed working over a larger footprint of practices, with a hub for extended hours being in Kippax. The service is looking to include local support for healthy lifestyle services
- 2 volunteers were requested to join a PPG for this new scheme. Offers were made by WH and RS

4. CQC inspection

The practice had its inspection in early Dec 2015. The draft report has been received rating us as good in every category. Once agreed the report will be published on line and within the surgery

5. Access to full read coded record

Patients from March will not be able to request access to all of their read coded data. This will be a separate application to online booking and repeat prescriptions.

Read codes are a method of recording a patient's problems, investigations and test results.

The on line access will not show the free text entries made in a consultation.

6. Practice extension

The groups thoughts on the proposed practice extension were taken. The plan being to convert the loft space into administrative work space allowing the creation of a further 2 patient rooms downstairs.

The group thought this would be beneficial to the practice especially if it allowed more in house services to be offered in the area of healthy lifestyle support.

It was agreed that as patients get older it is important that they remain active and can be supported in activities where they feel safe. They felt it was particularly important for older patients that GP staff who they feel comfortable and confident with are available Advertising of new services would be key and could include, shop windows, cop op, pubs and clubs, Kippax magazine

Possible locations for activities where the surgery did not have space included, Methodist Church, Community Centre, Working Men's club, Cross Hills Court, Sports Centre.

7. Suggestion box

No suggestions received

8. Date and time of next meeting

Tuesday 17 May 2016 at 17:00