

Northgate Surgery Patient Participation Meeting

Minutes of Practice Meeting held on Thursday 13th December 2019

Present: A Kemshell, R Fiddler, H Green, C Eades, A Jarratt, L Foude, J Clayburn, C Smith, C Pearce, G Ivey, R Walker

Apologies: S Eccles

	<p>Minutes of Last Meeting: Agreed as a true record.</p>	
	<p><u>Practice Update</u></p> <p>RF informed the PPG that the surgery had received its proposal for a new lease of the building and the partners were having a meeting to get it signed and that one of the proposals was that new carpets and decorating was to take place as the building was looking tired. It was also decided by the partners that the surgery did not want to move and leave the endoscopy unit or the location.</p> <p>The Practice has also received the go ahead to have the building work started, which will happen in February as the funding will be in place until the end of the year.</p> <p><u>Staffing</u></p> <p>AJK announced that staffing was tight at the moment. It was announced that our prescription clerk has sadly passed on and that two of our reception team have taken up prescriptions. We have recruited a new ex paramedic called Bryony to train as an ACP (advanced clinical practitioner) but recruitment for a ACP has been hard as there is a shortage of ACP's as demand is now very high for them.</p> <p>It was also announced that Sarah has left after 10 years to go to Friarwood Surgery. It was announced that Dr Seddon had left for maternity leave and that we had locum cover in place for this.</p> <p><u>Primary Care Home</u></p> <p>There has been a bit more movement on the Primary care Home that we are a part of. We now have a social prescriber in place to help with refer patients for things that promote social and mental wellbeing. Our Primary Care Home has been given £470.000 to invest in mental health services we can offer within our Primary Care Home, especially for the younger patients in out PCH with an idea of investing in a bus that can travel round to local collages where younger people can talk to people in</p>	

that setting. This is still in discussion.
We have also initiated a library of self-help books that can be taken by patients to read at home. If a patient would like a book they simply need to log it out with reception. There has been positive feedback from the library.

CQC Telephone Inspection

RF and AJK jointly informed that a telephone inspection had taken place and that the surgery had passed. The Group queried how this would take place. AJK explained that the surgery is given questions that need to be answered and that is how the inspection is rated. As the Surgery has passed we will have a physical inspection in 2021.

Online Appointments

A quick discussion took place informing that there is no online appointments to book until the 27th December for either Doctors or Nurses. AJK explained that due to staff shortages that there wouldn't be as many online as Locums do not have online appointments. The group insisted that this should be looked at to see if more could be released online.

AJK to discuss with AJK

Patient Questionnaire

A short presentation was held to show the Patient Group what a mock up of the patient survey would look like using survey monkey. The patient group were happy with the mock up and a general consensus was that it may help with general uptake of completing the questionnaire as we may be able to reach people that don't usually come into surgery. CP was given the details of the account to peruse in his leisure and a date range for patient questionnaire week was set for the 10-21 February.

VIXIE

RF announced that there is a new way for patients to contact the GP. It is a new online system that patients can contact the GP for a admin, medication or general query with the Doctor. RF asked for a couple of volunteers to try out the system and see how it worked with our system.

CP, GI, CE volunteered

Raffle and Cake Sale

The PPG spoke about the raffle and the prizes. The Surgery raised an amazing £656.15 for the Prince of Wales Hospice. Nearly all the prizes have been collected.

<p><u>Future Projects</u></p> <p>The Patient Group spoke about future programmes that they may wish to undertake. The Group would quite like to do another AF Handlebar session.</p> <p>A discussion was also held about the services that have been taken from Pontefract hospital to Pinderfields and how once there the services are full and have no capacity. The Group decided to call it 'Project Patient' where they will try and encourage other Patient Groups and MP's in our local surgery to question health bosses as to why they are taking facilities from places such as Pontefract when Pinderfields cannot cope.</p>	<p>HG to inform of dates</p>
<p><u>Date of Next Meeting.</u></p> <p>Tuesday 31st March 2020</p> <p>Items to be discussed:</p> <p>Brief questionnaire report Project Patient Newsletter Online Apps Online Dr (VIXIE)</p>	