# Northgate Surgery Patient Participation Meeting

**Minutes of Practice Meeting held on Wednesday 6th September 2023**

**Present**: A Kemshell, R Clegg, L Walker, L Froud, S Eccles, C Eades, G Ivey, D Amery, R Schule, A Jarratt

**Apologies**:

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|  | **Minutes of Last Meeting** |  |
|  | **Staff Update**  **Reception**  Tamara has now left, she was looking to work school hours we were unable to accommodate this, Tamara is now working shorter hours for the family business.  Sarah left a couple of months ago to enable her to spend more time with her family.  We have employed 3 new receptionists, 2 full-time Ashleigh and Vanessa and 1 part-time Alison. All are doing well.  **HCA’s**  Katie is going on maternity leave and is due her 3rd baby. She is currently working 2 longer days. Monday and Tuesday.    **Registrars**  There will be a 7th registrar starting in October. All Registrars are at various stages of their training, most have nearly finished. We are looking at employing one of the trainees when they finish in February 2024.  **Practice update**  The small waiting area on the first floor is being made into a consulting room, building work will commence on October 23, there will be a few changes to room 19 and the wall will be moved to ensure the new room is compliant. We do not have any information on further building work or extensions. There was a suggestion from the PPG for the admin team to work in an external building to free space up for the clinical team, however we were unsure how this would work. This is something that we can investigate at a future date. GI mentioned using the Seminar room, but it is used regularly, and we would find it difficult to meet elsewhere.  We are having problems with the telephone system; the phone quality has been particularly bad for the last two weeks. BT have been involved and we have had multiple daily conversations. We are hoping the problem will be resolved shortly. AJ mentioned that she was not so keen on the new phone system and that the information provided while waiting on hold always seems to be cut short.  **Flu and Covid clinics**  We plan to carry out flu clinics on the 23rd of September and 14th October plus an ad-hoc clinic or two. NHS England had advised to hold off the flu clinics until the 7th October until there was confirmation on the covid vaccines being carried out together but then changed this stance due to rising covid levels so have pushed the flu and covid campaigns forward. We are looking to carrying out an additional clinic on the 30th September which could include the covid vaccine. There should also be pop-up clinics which will be confirmed.  23rd September will be both over and under 65s.  14th October both over and under 65s  We will confirm additional clinics for the 30th September or the 7th October.  The clinics worked well last year with separate zones separated by the age range and using a one-way system for patients.  Confirmation of volunteers  Saturday 23rd September – Christine Eades  7th October – Lynne Froud  **Registrations**  The number of registrations is still rising.  We have received 185 new online patient registrations since the end of June 2023, along with patient numbers rising using the paper form at reception. The online registrations are set up within 5 days and patients will be contacted to confirm receipt. Temporary patients would be fine to register but would be advised to seek advice at the Urgent Treatment Centre if they require this type of treatment. We are unable to reduce the boundary at the moment, which is quite difficult, and the request would need to be discussed with the authorities.  **Patchs**  There has been a total of 4686 patients signed up to Patchs. Reception has been promoting Patchs by talking to patients at reception and over the phone and leaving information leaflets in the waiting areas. We have seen an increase in patients signing up by 2000 patients in the last 12 weeks.  RS mentioned she is struggling to register and would like some support. Liz suggested asking for help from a receptionist or for LW support when she is next in practice.  **Feedback**  GI had a problem with the online services and booking an appointment, she booked the appointment online for what was assumed a face to face but when it was booked this was a telephone appointment. We discussed this through, and unfortunately, the system does not allow us to make any changes.  DA kindly reviewed both the Website and Facebook pages for feedback.  **Website:**  The items mentioned were that the overall CQC rating is showing as good but there has not been an update since 2016, could this be updated. The practice has not had a full CQC inspection since this date but has had smaller CQC reviews. We also had a phone review in 2019 which we received a good rating for. DA asked if this information could be updated on the website.  The photos regarding Covid 19 Face coverings are showing on the website, we discussed this and said this would be removed as the facemasks are no longer mandatory in Practice. The rest of the website looks fine.  **Facebook:**  The Facebook page looks fine although when searching for Northgate Surgery, it brings up a second page for Northgate Surgery with 3 or 4 photos and little information. Searching Northgate Surgery Pontefract does bring up the correct page.      A question asking if we carry out routine over 75s health checks, these are not routinely booked and requested by surgery we do however have spaces in clinic to schedule appointments should a patient wish to go ahead with a health check. | LW to listen to voice recording and the information provided while on hold.                  Liz to remove from the website  To cancel the incorrect Facebook account |
|  | **Date of Next Meeting**  Thursday 7th December 2023 @4pm |  |