

HIGH FIELD SURGERY – PATIENT REFERENCE GROUP

Minutes of the Patient Reference Group held on Tuesday 29 January 2019 commencing at 6.00pm

Present: Chair - (KB).
(DM), (LW), (HD),
Practice Manager - Mike Holmes (MH)

1. Apologies and Introduction

Apologies: (DP), (MK), (GB), (LB), (MI), (DD)

Concern was expressed at the dwindling attendance and engagement.

2. Minutes

The minutes of the last meeting 18 September were approved. KB had only had feedback on the patient survey from GB and no nominations for a new chair.

3. Surgery Update

MH gave a brief update on pertinent surgery matters:

- Axe the Fax – the NHS has launched a national campaign to remove fax machines, the surgery withdrew its fax on 1 January
- Premises improvements – plans to install a new reception desk, and internal auto door openers, are moving ahead this year. The group expressed interest in seeing the reception plans to provide input and MH will arrange this.
- Flu season – immunisation programme basically complete, high numbers achieved, only 2 weeks later than last year despite deliveries 6 weeks later. Early signs are that the jab is effective this year
- GP Registrar – programme continues successfully, early signs are that we will not be allocated a trainee in August

4. Facebook Group

KB introduced a new Facebook group he has established for the PPG. The intention is to attempt to engage more patients with the group, giving them a different forum to interact. The group will be separate to the official High Field Facebook page. It was noted previous attempts to establish a virtual PPG via email had failed, maybe this forum would attract a different demographic. DP stated he would not be involved; the group accepted it isn't for everyone but agreed to try. The group could be amended to a closed group or withdrawn completely if it was not constructive.

The group can be accessed on Facebook by searching High Field PPG.

5. Election of a New Chairperson

There were no nominations for election of a new chairperson, either following the last meeting or at this one.

6. Social prescribing

GB asked if the surgery could be involved in Social Prescribing. MH explained a service already exists and is in use at the surgery, provided by <http://leedspep.org/>. Leeds CCG is currently recommissioning the service citywide. There was some discussion about how the service works and how valuable it can be to patients to address non-medical issues.

7. GP Surgery Open Days

GB asked if the surgery could hold “open days” where other services attended to promote their services. MH explained that this already happens and the surgery has hosted Carers Leeds (<https://www.carersleeds.org.uk/>), Leeds PEP and Care & Repair (<https://care-repair-leeds.org.uk/>) on several occasions and would be open to other services.

8. Urgent Treatment Centre Proposal

LW explained the current Urgent Treatment Centre proposal for Leeds, and the request for patient feedback which can be given in writing or online at <https://www.leedsccg.nhs.uk/news/your-views-needed-on-leeds-urgent-treatment-centres-proposal/>

There was some discussion about the proposal and the requirement for simplified access for patients across the city.

8. Next Meeting

In view of poor attendance levels the group suggested we do not book the next meeting but ask the members what day and time they are able to/would prefer to attend.

The next meeting is scheduled for May, please email in your preferences for the time and date.

KB thanked everyone for attending

The meeting closed at 7.00pm