

MINUTES OF SHEPLEY PPG MEETING

9th May 2016

PRESENT: Frazer, Duncan, Melanie, Fern, Rita, Angela, Karen, David, Audrey, Elizabeth, Martine, Jean.

APOLOGIES: Charlie, Julie, Claire, Chloe, Elizabeth.

- The minutes of the PPG meeting on 26-January-2016 were proposed as a true record by Martine and seconded by Angela.

Matters Arising:

Chloe asked that we discussed Mental Health – This will be on the agenda for the next meeting.

Claire will not be attending for a while for personal reasons and so Mel asked the room for volunteers to take the minutes. We will also need a Vice-Secretary and Vice-Chair. As there were no volunteers it was suggested that the role could be rotated. Rita will take the minutes on this occasion. To be discussed at the next meeting.

➤ CQC Visit

The surgery was inspected on 26 August 2015 and the surgery received an overall good with outstanding for caring. This information and the report can be accessed via the website.

Legionella risk assessment had to be done and everyone's DRB forms were checked.

The surgery was congratulated on the result and will now be reassessed every 5 years. All the surgeries in the area will be on a rolling programme.

The meeting on the 18th April did not take place as there were not enough members to make a quorum.

Dr SW has fractured her ankle and so is absent from the surgery at the present time. Dr Shaw is off at the moment too so appointments are a bit scarce and the surgery has had to get locums in. SW is helping with paperwork electronically.

Locala – Care closer to home. There have been some difficulties getting in contact with the nurses. They initially had more work than they anticipated and were overwhelmed. They are training up more staff in order to better cope with the workload. The surgery uses Emis so they can send Ereferrals to Locala now.

There were 64 DNAs last month. The surgery has had between 50 and 70 over the last few months so this is an improvement.

Breaking the cycle – there is no feedback from the CCG yet.

Right Care, Right Time, Right Place – The proposal is that there is an A&E centre at Calderdale Royal

Hospital with HRI having a new Urgent Care Centre, and an Outpatients Centre and Planned Surgery Centre. All other care will go to Calderdale Royal. Discussion took place around the pros and cons of this as regards this surgery. In terms of speed an ambulance called here would be best attending Barnsley Hospital. Apparently the Stadium meeting was well attended but we are unsure about other meetings. Money is still being spent on HRI which may end up being demolished.

Electronic Prescribing (EPS2) – Patients can nominate a pharmacy for the prescription to be electronically sent to. This nomination can be changed. The surgery is undertaking a risk assessment of ordering and safety.

Friends and Family test – This month highlighted that as we do not allow push chairs into the waiting doctors rooms but not into the baby clinic.

Baby Clinic – no longer has a Health Visitor so mums are weighing the babies. They would need to attend a Children's Centre to see a Health Visitor.

Next Meeting to discuss Mental Health and DNA figures on the website.

Online Access – This will be put onto the website which is maintained by Dr Hopkinson.

Discussion took place around patients knowing their blood group (a recent event abroad prompted the discussion). We can give blood to get our blood group or get a private blood test.

Claire is doing a coffee morning for Carers and Mel will email information regarding this event to us.

Next Meeting Date – Monday 5th September 2016 6pm.

➤ Patient Reference Network meeting.

The next meeting is on 18 February 2016. Rita has been attending on behalf of Shepley and cannot attend this one as she is away. Claire offered to attend instead. It may be an interesting meeting due to the proposed changes by the CCG recently published.

Frank suggested that a letter from the PPG to the CCG could be a good idea.

➤ DNA rates

The DNA rates have reduced slightly since it was advertised although it seemed to be the doctor's appointments that have improved rather than the nurses. It was suggested that a thank you to the patients who did attend appointments would be appropriate. Chloe

suggested that the surgery uses Twitter to advertise how DNA rates are wasting the doctor's time and publish the DNA rates.

(Dr S. Walker joined the meeting).

The practice staff do get in touch with persistent offenders.

➤ Breaking the Cycle week

Mel explained that this was supposed to be to do with "The Perfect Week", which was for the hospitals. This is the Primary Care equivalent.

Do home visits earlier to get the ball rolling for admissions quicker; Ambulances to patient to hospital more swiftly. Patient may be dealt with at hospital and allowed home rather than an overnight stay. It was unfortunate because this did not work as planned as the calls from the patients for home visits did not come in early enough to make this work as efficiently as expected.

The reports from this week are not yet back so the PPG has no involvement as yet.

➤ Practice Managers Report

The flu clinics ran very well this year and were extremely well attended. Of 1500 flu vaccines there are only about 100 left. The clinics ran smoothly and efficiently and even though the waiting room appeared to be full at times people were not waiting very long at all. The 1st clinic was busier than the 2nd. It was suggested that we have a coffee morning for MacMillan at the same time as the flu clinics next year.

Locala has now taken over the podiatry services.

The surgery now has a new check-in screen. Simple questionnaires can be put onto this and the patient would have the option to answer a couple of questions when they arrive.

➤ AOB

The recent proposed changes to hospital A&E were discussed and it was noted that patients in this area may actually attend at Barnsley hospital which is significantly nearer than Halifax. Heart attacks are already taken straight to Leeds and Strokes would be taken to Halifax anyway now.

Our points of view for note would be around transport, ease of access and communication.

Chloe asked that we discuss Mental Health for younger people at the next meeting suggesting that it may be a good idea to do 'Talks' at the middle and high schools. This will go onto the **AGENDA** for the next meeting.

The noticeboards are a little hard to read if somebody is sitting near them so it may be possible to make the print larger.

Angela is stepping down as Chair and Elizabeth will be chair from the next meeting. Rita is stepping down as secretary and Claire will take over as of the next meeting. Both were thanked for their service.

Carers Course – Claire mentioned that she has attended this course and it helped her considerably. She has obtained a health management book for carers and has loaned it to the surgery for members and other carers to look at.

Blood tests for blood group – there was an enquiry about how patients could find out their blood group after a recent well publicized case of a lady needing blood whilst on holiday. Insurance companies seem to be asking for this information. Most people do not know their blood group. One way to find out is to give blood. Patients often find out while they are pregnant. The only other way is to have a private blood test. These can be done at the hospital.

During the breaking the cycle week PPG members were asked to ring the practice to test how long it rang before it was answered. The average came out at 4 rings.

First responders are able to use the Shepley bypass number in opening hours.

Next Meeting: Monday 18 April 2016 at 6pm