

MINUTES OF SHEPLEY PPG MEETING

26-January-2016

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

APOLOGIES: Charlie, Julie, Frank.

- The minutes of the PPG meeting on 22-September-2015 were proposed as a true record by Claire and seconded by Duncan. It was noted that Angela also spoke to the CCG.

➤ CQC Visit

The surgery was inspected on 26 August 2015 but the report still has not arrived. Others inspected since have received theirs. Mel had tried to chase it up in time for this meeting so we could plan for the future but they apologised for the delay and said it would not be here in time for the meeting.

UPDATE: The report has since arrived.

➤ 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