

Shepley Health Centre

Patient Participation Group Meeting

Monday 24th March 2025 – 6pm

Minutes

Present: Deborah Melia, Jayne Gudgeon, Heather Smyth, RB, JS, GH, AC, AH, AT, JA, SH, CS

Apologies: Dr Paul Culliney

Welcome, Introductions and Apologies

Deborah welcomed everyone to the meeting. It was recorded that no apologies had been received and the previous minutes were passed as a true and fair reflection of events.

Guest Speaker

Jayne announced that, regrettably the speaker from Carers Count was unable to fulfil tonight's attendance and would be attending later in the year.

Practice update

Deborah gave a practice update reflecting recent changes at Shepley:-

- Practice Nurse Nicole has now started her maternity leave
- Jade has now joined us as a Nurse Associate
- Clinical Pharmacist Sabba will be leaving us in May; her post has been advertised and the process of reviewing potential candidates is due to start soon.

Due to a change in telecommunications provider, Shepley Health Centre have recently had a new telephone system installed. This has been largely successful with only minor teething problems following installation.

NHS Structure

Questions had previously been asked regarding the NHS general structure. Deborah gave an interesting and informative presentation illustrating how the hierarchy works from the Department of Health and Social Care through NHS England local PCN's and on to NHS Providers (Doctors and Dentists etc.) Greater detail can be found at <https://www.england.nhs.uk/long-read/structure-of-the-nhs/>. *It was noted that this structure is due to change following the recent announcement regarding strategic cuts to NHS England.*

Care Navigation

Previous meetings have raised the issue of care navigation and concern whether reception staff had received adequate training and guidance to direct patients to the correct service. Deborah presented evidence of training and resources used by the reception staff to direct patients to the most appropriate care pathway.

RB suggested that we communicate via the magazines, newsletter, website etc, what each role does at the practice and why patients are signposted. Jayne to look at this.

JG

Appointment Data inc. DNA data and Telephones

Deborah presented data, detailing the average on the day appointments and pre-bookable appointments.

‘DNA - did not attend’ data shows that Shepley Health Centre has a very low DNA rate in comparison to the national average. At Shepley, recent figures show that 2% of patients DNA, with the national average being approximately 5%. It was agreed by all that Shepley HC is doing well in this regard.

RB raised a question about displaying figures in the waiting room and asked if they can be published in the Magazine. RB suggested publishing the improvements in comparison to other months. Jayne to look into this.

JG

Deborah highlighted that research suggests an emphasis on advertising how many have turned up for appointments as opposed to those who haven’t has a more positive impact. Deborah provided evidence that our call waiting time has been declining steadily with an average wait time of less than 2 minutes at present. The next quarter’s figures may differ due to the new telephone system mentioned in the Practice update.

RB also suggested advertising the call back function.

Compliments and Complaints

Deborah gave an overview of our most recent complaints and compliments data.

Complaints data has been steadily falling in the last few years. Recent issues include the Patches e-consult system. Deborah confirmed that Patches is funded by the ICB ; In order to support our patients with access and use, we had arranged drop in clinics which were a big hit with the patients. AH asked how many people use it and would we be moving to a total triage system similar to neighbouring practices. Deborah stated that due to our patient demographic, Shepley will not be considering a total triage system at present. Jayne agreed to look into numbers of patients using Patches.

Recent Compliments suggest patients are happy with the staff and service at the surgery, comments such as ‘the reception team are friendly and helpful’, ‘patient care is excellent’ and ‘everyone is professional and courteous’ were noted.

PPG Aims & Recruitment

The aims of the patient participation group were restated as follows:-

- To facilitate good relations between the GP practice and patients by communicating patient experience, interests and concerns and providing feedback to the practice on current procedures and proposed new developments.
- To work collaboratively and positively with the practice to improve services and facilities for patients and to act as a sounding board for practice staff on issues affecting patients.
- To build two-way communication and co-operation between the practice and patients, other individuals and organisations in healthcare, and the wider community to the mutual benefit of all.

- To act as a representative group to support the practice and influence local provision of health and social care.

AC suggested that recruitment should be one of the groups priorities; other patient groups in the area have a broader demographic. She would like to see more advertisement of the group and dates in the waiting room, the magazine, on the website and other areas. AC was very enthusiastic to move the group forward.

Jayne confirmed that each newsletter has dates and times of meetings and since the last meeting she has emailed several patients recently who expressed an interest in being part of the group.

Deborah confirmed that the group is advertised on the Shepley Health Centre Facebook group and in the waiting room. The website does not have dates and time at present, this will be updated to reflect this.

JS and AT stated that in past times the patient group was run by patients, who ran coffee mornings, helped with questionnaire's etc. Deborah encouraged the group to get involved with events at the practice and said the surgery would gladly accommodate any help offered.

Ideas for next Surgery newsletter

SH suggested with so many changes perhaps an article on what abbreviations and acronym's mean such as PCN, ICB, NHSE CHFT etc. Jayne agreed to produce something for the next newsletter.

JG

Patient Portal at CHFT – CS

Patient group member CS who works for Calderdale and Huddersfield Foundation Trust (CHFT) very kindly gave a presentation on the new digital appointment system being rolled out in hospitals in Kirklees. She highlighted that all appointment messages will come via a single mobile phone number and letters will be on a single portal called 'DrDoctor'. She suggested that patients should save this number in their phones as 'Hospital' thus, not confusing the number with potential scam messages. Posters will be displayed in reception and on the website to promote this new system.

AOB

AH asked about the GP contract and what it contains. Details of the current and new GP contracts can be found on the NHS Website.

Next Meetings - 16th June 2025 6pm, 22nd September 2025 Time TBC and 15th December Time TBC