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MINUTES OF PPG MEETING HELD ON TUESDAY 22 SEPTEMBER 2015

PRESENT:

William Tankard	-	Chair
Sheila Dawson	-	Nurse Practitioner
Mary Kelly	-	Practice Manager
Lesley Sharp	-	Patient
Jeanette Wortley	-	Patient
David Quarmby	-	Patient
Carl Ambrose	-	Patient
Christine Stephen	-	Patient

APOLOGIES:

Mair Tunstall
Sheik Ullah
Kenneth Bloom
Carol English

The aims and objectives of the PPG is to contribute to continuous improvements to the service that the practice provide and to improve communication between practice and patients. The group then discussed various areas of service provided.

The minutes of the last meeting were read and approved.

PRG

David is our representative for the above and would like the minutes circulated to all our group members to aid discussion at our meetings. Topics from the PRG meeting was disability/access survey unfortunately only 11 practices completed. We will complete and submit. My health website a self care website for pain control, anxiety and asthma www.myhealthtoolkit. The national survey identified areas where were achieved good results and also poor results one of our poor areas was telephone access we are looking at the possibility of buying a new telephone system. Sheila and Mary tried 2 practices who achieved good results on telephone access these were both answered promptly but patients were on hold in a queue waiting for a receptionist to answer. The practice nurses got good results. CCQ visits and tips to prepare practices for the visit unfortunately nothing available as yet.

DNA

131 missed appointments in August combination of GP's and Practice Nurses and DQ informed the group that the PRG thought it would 'hit home' if this was advertised in money value. Sheila and Mary worked out that the cost lost for August in appointments was £4410! It was asked could we not charge the patient but unfortunately a GP contract does

- not allow this. DQ felt that this should be bounced back to CCG for them to become involved in promoting attendance at pre-booked appointments.

TEST MESSAGING

We are looking to introducing the above but in order to do this we need current up to date contact details for all patients.

NEW APPOINTMENT SYSTEM

We are trialling a new way of offering urgent same day appointments to try and ease access for patients. The clinic is called Rapid Access and it is for one urgent problem only – patients are advised of this when the call/attend the surgery. We are hoping that this will free up routine appointments. We will audit this after 3 months.

FAMILY & FRIENDS

To look at maybe a link on the website for this but this will create more work at practice level as the comments would have to be accessed monthly and then submitted on CQRS. JW is happy to help on 'Flu Day' asking patients for the current contact details and also giving out the F&F forms.

ONLINE ACCESS

JW asked if when making appointments on line could you actually put a comment as to why you are attending – to look into this.

CARER'S CHAMPION

Sandra Duckworth is our 'champion' and there is a dedicated telephone line for carers which is provided the local authority. CA asked about information being provided by the church. We also thought about displaying posters in the local shops asking people if they are carers or do they have a carer?

Christine to help with posters.

Next meeting to be held on Tuesday 24^h November 2015 at 2pm