**Minutes of Bingley Medical Practice**

**Patients Participation Group**

**Wednesday, 14th May 2014**

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| **Agenda Item** | **Minutes** | **Outcome/Action** |
| **Apologies and Welcome** | **Present** : Kathleen Naylor (Chair), Lynn Asquith (V Chair), Dania Leslie (Secretary), David Child, Alistair Coy, Jean Gallagher, David Rowlinson, Jill Wadsworth & Madelaine O’Beirne **Practice Staff;**Carey Dowson (Practice Manager), Ann Howarth (Patient Services Manager), Dr Bridget Pitcairn,**Apologies:** John Barrans, Ian Hodgson, Elizabeth Ricketts.  |  |
| **Minutes of Last Meeting** | Approved. |  |
| **Matters Arising** **(not covered by items on the agenda)** | Our planned Speaker, Colin Philpot, was unable to attend for personal reasons.**New members**: Jill Wadsworth, and Madeleine O’Beirne were welcomed. |  |
| **Practice Report** | Carey presented the following to the Group:-**Patient Confidentiality** (Information Governance) an A4 sheet is available on request for this complex issue, covering expectations for staff, electronic storage of records, access to record for use by Out of Hours and A&E. Key point is that patients need to agree to share their records and you should always be asked for your permission.**Triage Data:** A study has been completed looking at the triage system. The Practice ethos is that we need to ensure that those in most need of care can speak to a clinician on the same day but the difficulty is ensuring we have a balance with the non-urgent routine appointments. Overall, 92% of patients during week were satisfied with the process. The key points to address are the call handling at 8.00am in the morning and the length of time it takes for a clinician to call the patient back.**New Staff :** To improve patient access Dr Madhu Venkate Gowda has been recruited to the Practice. She previously worked here as Registrar and will work 5 sessions per week. 2 new receptionists have been also been recruited to replace staff who have retired. |  |
| **PPG Notice Board** | A Task Group (Jill, Dania, Carey, Kathleen & Lynn) was set up to decide its contents which should be clear, simple and eye catching; please e-mail any suggestions to Kathleen : **k.d.naylor@talk.talk.net**John Barrans to monitor it monthly for relevance and tidiness. Discussion was held about installing a flat screen message Notice Board; the CCG rejected funding them to all Surgeries – the issue is still ongoing. | **Carey will investigate** |
| **PPG Leaflet** | A Task Group (Dania, Lynn, Madeleine) was set up to design a PPG leaflet to be distributed to patients. Please send suggestions to Lynn : galasquith@aol.com |  |
| **PPG Attending Practice Meeting** | The PPG need to attend the weekly Practice meeting and one opportunity is to present the PPG leaflet to the Practice and at the same time introduce themselves to the clinical team |  |
| **Practice Leaflet** | The leaflet has a space to promote the PPG’s aims and encourage patients to participate in its activities. |  |
| **Access to GP Services** | Our Clinical Commissioning Group (CCG) has commissioned this project and has succeeded in having 27 of the 42 Surgeries in our area to participate.There is a meeting on Wednesday 21st May for those interested in looking at the data discussion of other models Some patients are still not aware that a GP can give advice over the telephone or that a patient can request a GP to telephone them back before a certain time.To assist with the telephone triage we now operate a staggered schedule for the Practice clinicians with more staff available on a MondayOften elderly people or patients with more complex illnesses wish to speak to specific GP. The Practice needs to address the issue that every patient over 75 has a named GP | **Carey to circulate flyer** |
| **Open Day** | A Task Group (Bridget, Kathleen & Madeleine) was set up to look into having an Open Day, with Practice Nurses, Stalls, Talks, Tours, etc to inform the public what services are available. It was hoped the Day would be in the Autumn, preferably around the Diabetes, Heart or Stroke Campaigns in the area. |  |
| **Other Reports** | **CCG Meeting:** Nobody attended on the 8th April. (The next Meeting, open to the public, is on Friday, 6th June.**Patient Network :**The ideas and thoughts presented by other Practice PPG’s will be looked at the next Meeting.**Healthwatch** : Dania attended a Volunteers Day (2nd May) and would be happy to explain what kind of volunteering is available. Telephone: 01274 510140. |  |
| **Any other Business** | Eccleshill Medical Centre (provided by Care UK) will cease offering it’s service as from 5th July as described in local newspaper articles. Tele-Medicine is now being piloted in our District (and our surgery). It is a 24 hour service for patients with defined long term care;. The aim is to promote self-care reduce hospital and GP visits to avoid long waiting times and unnecessary travel.  |  |
| **NEXT MEETING : Monday 14TH July 2014 AT 6.30pm.** |