**Minutes of Bingley Medical Practice**

**Patients’ Group**

**Monday 11th May 2015**

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| **Agenda Item** | **Minutes** | **Outcome/Action** |
| **Apologies and Attendance Sheet** | **Present:** Dania Leslie, Pam Vinnicombe, Ian Hodgson, Jill Wadsworth, Kathleen Naylor (chair), Shelagh Mudd (secretary), Madeleine O’Beirne, Lynn Asquith, Carey Dowson, Dave Rowlinson, Bridget Pitcairn (GP), David Childs.  **Apologies:** John Barrans, Pam James. |  |
| **Minutes of Last Meeting** | Carey suggested due to time constraints following the AGM that we don’t go over the minutes this meeting. |  |
| **Matters Arising**  **(not covered by items on the agenda)** |  |  |

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| **Agenda Item** | **Minutes** | **Outcome/Action** |
| **Patients Comments and Suggestions**  You asked......we did | Very positive comment put in the box. Young mum has suggested a meeting during the day which mums could bring children to. Carey suggested that we might be able to use the café area. Bridget was concerned about health and safety. Kathleen said we should make it clear that parents are responsible for the own children. Committee agreed that this would be a good idea. Possibly liaise with health visitors, who could attend during the day. Madeleine, Kathleen and Jill said she would be happy to attend such a group  Closure of Canalside Social car scheme – it was originally funded by the District CCG and due to Government cut backs the funding has ceased. The individual costs were not comparable to a taxi and there were concerns about the number of users. Bridget pointed out that hospital transport is available for getting to hospital. Therefore not within the remit of the Patients’ Group. Patients who have concerns should contact PALS in order to ascertain their position on this. | **Madeleine to contact PALS** |
| **Practice Report** | Carey: New telephone system to be installed in the next few weeks, including an improved queuing system, provide flexibility on receptionists taking calls at peak times and the ability to provide useful information (or messages) while they wait. David asked for confirmation that there would be an ‘urgent’ button on the new phone system – Carey confirmed that this would be the case.  Bridget mentioned ’Virtual Ward’ which is designed to keep patients at home rather than using a hospital bed unnecessarily. 24/7 nurse-led community service. |  |

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| **Agenda Item** | **Minutes** | **Outcome/Action** |
| **Practice Survey - feedback** | The patient Group need to be thanked for all their efforts in generating the responses to the survey  A written response from Practice to the PPG will be circulated later. Bridget highlighted the key points   1. 96% would recommend Bingley Medical Practice to family and friends. 2. When the Practice first opened at Canalside in 2008 a survey was undertaken and the preference amongst the patients was for late evening opening. 3. Our extended hours are 7am to 8.30pm on a Monday. 4. The 2015 survey asked ‘what other times would be helpful to you?’ and 49% of patients suggested a Saturday morning.   The Practice is funded to open 8am to 6.30pm and although Saturday morning will benefit some patients but it will compromise the previously expressed preferences of patients. Opening on a Saturday will compromise the Doctors availability during core hours and continuity of care and doctor preference for patients..  Be aware – BMA lobbies government and are asking for 11% of NHS budget (currently 8%) for seeing 90% of patients and as reported in the press there is also a recruitment crisis in the NHS.  The Patient Group can help by supporting the campaigns run by the BMA (British Medical Association) and the RCGP (Royal College of GPs) | **All** |
| **Promoting online communication (for booking appointments, and also e-mails for practice to contact patients)** |  |  |
| **Production of other fact sheets (eg sexual health)** | Jill to access online. | **Jill to access online** |
| **Improving contact with young families/young people** |  |  |

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| **Agenda Item** | **Minutes** | **Outcome/Action** |
| **PPG Support – Self Care at the Bingley Show** | Shelagh reminded members that we will be needing volunteers to man the stand on 25th July. | **Shelagh to e-mail members.** |
| **Feedback from Patient Group training (including joining NAPP, linking with other Patient Groups)** |  |  |
| **Any Other Business** | It was agreed that items not covered by this agenda would be carried forward to the July 13th meeting. There will be an interim meeting covering the Bingley Show and sexual health on June 15th at 6.30pm. |  |
| **Interim meeting Monday 15th June at 6.30pm**  **Date of next scheduled meeting: Monday 13th July 2015 at 6.30pm**  **Planned Schedule for 2015/16 – all Mondays**  **14th September 2015**  **9th November 2015**  **11th January 2016**  **14th March 2016** | | |

**BINGLEY MEDICAL PRACTICE**

**PATIENTS’ GROUP**

**AIMS AND OBJECTIVES**

**AIMS**

The Bingley Medical Practice Patients’ Group is a group of patients who together try to make a positive contribution to the services offered to all patients by the Practice. It will help the Practice to develop a partnership with patients to discover what a range of patients think about services and to establish their priorities.

**OBJECTIVES**

The Objectives are:

* to provide a patient perspective to inform the running and future of the Practice and contribute to Practice decision making
* to form a two-way communication bridge between patients and the Practice
* to highlight any services that could be improved
* to proactively seek new members for the group
* to develop and support a “Virtual Patients’ Group”

**SCOPE**

The scope of the Group is limited to clinical and other services offered by Bingley Medical Practice to patients of that Practice. Other clinical services not under the control of the Practice are outside the scope of this group.

**METHOD**

The “day to day” guidelines

* The group is not a forum for individual complaints and single issues
* We advocate open and honest communication and challenge between individuals
* We will respect each other
* Silence indicates agreement – speak up, but always go through the Chair
* No phones or over talking
* We will start on time and stick to the Agenda
* We will have an elected Chairperson and Secretary and meetings will be held regularly.