**Minutes of Bingley Medical Practice**

**Patients Participation Group**

**Monday 13th November 2017**

|  |  |  |
| --- | --- | --- |
| **Agenda Items** | **Minutes** | **Outcome/Action** |
| **Apologies and Welcome** | **Present:** Jill Wadsworth, David Child, Nadia Long, Lynn Asquith, Pam James, Dave Rowlinson. Jessica Prance, Charlotte Hamilton, Norma Bartle, Pam Vinnicombe, Michelle Beaumont, Margaret Tetley, Elizabeth Bush, Emma Oats, Carey Dowson, Dr.Bridget Pitcairn**Apologies:** Akram Khan-Cheema. Ian Hodgson, Lisa H Wade, Cathy Naylor. |  |
| **Minutes of Last Meeting** |  Minutes of Monday 11th September 2017 Approved   |  |
| **Patient Concerns, Comments & Suggestions** | 1. Comments that the receptionists seem under too much pressure and that they seem rushed - That they keep disappearing through the door at the back of reception.

**Response**Carey to talk to staff and remind them that they are not to leave the desk for more than two minutes.1. A patient was in the surgery asking for an appointment but told to go home and telephone for an appointment.

 **Response** Carey explained how the appointments system works and stated the practice prides itself on getting patients appointments on the same day,  That they are creating Staff to float. He encourages staff to say ‘I need help’ 1. A Patient stated that they were spoken to rudely by a receptionist who stated ‘I don’t do that you need to speak to the other receptionist’

  **Response** Carey to mention this at the staff meeting.1. A patient requesting that telephone number be printed onto the bottom of the prescriptions,
2. **Response**

Dr Pitcairn said that the telephone number was on the sheet which is given back to the patient by the pharmacist 1. Louise Gravner is delightful and that she should get a raise!

 7. Jill Wadsworth asked if we could have a ‘You said - We did’ Put above the PPG Desk? **Response** This was deemed to be a good idea 8. A member of the PPG commented that the flu clinic was very well run  **Response** Carey to take the comments back to the staff meeting 9. David Rawlinson asked Why does it take the secretaries 7 days to send a letter for a referral**Response** Dr Pitcairn explained that urgent referrals are red flagged and non-urgent referrals are orange flagged which could therefore take 2 weeks. | Carey to take back to his staff |
| **Newsletter** | Jill asked to be emailed suggestionsPam asked if we could include - How to choose a GP?  | Jill to follow up |
|  **Extended access** **Survey** | **Jill gave a short presentation on Extended access and how it will effect BMP****This is a new service offering evening and weekend appointments with healthcare professionals. It includes family doctors (GPs), pharmacists and other healthcare staff – such as nurses and physiotherapists – and some other services that will help to improve health and wellbeing. Because it’s a new service, it is being rolled out in stages across Bradford. The first phase is a HUB at Westbourne Green, which covers patients registered with 23 practices. Since 12 June 2017 patients have been offered evening appointments (6.30 – 9.30 pm) and, by December 2017, Patients will be offered Saturday and Sunday morning appointments. This is not a walk in service. Appointments are pre-bookable with others being available on the day. An evaluation up to now shows that 97% of GP appointments are being used.****In October 2018 it is intend to roll out this service to everyone registered with a GP practice in Bradford City and District. It is hoped that by April 2018 two more of the HUBs will be in service and by October 2018 there will be about 4 HUBs covering the whole of Bradford City and District. The debate as to the sighting of the following 3 HUBs has not yet been agreed. As Bingley is a practice on the ‘Frontier’ on Bradford District this is very concerning for the PPG.****At the last meeting of the 4X PPG’ Bingley, Springfield, Oakglen, Wilsden It was decided that we collectively may have an influence into the sighting of the remaining HUBs.** **Three main questions are forefront in the PPG’s quest.** **1. Travel Time Criteria – this is the amount of time and distance a patient will be expected to get to a HUB either by car or public transport.****2. Our Patients who visit the HUB and see a GP will that GP have access to their clinical records?****3. Extended hours that are already provided by the Practice. Will these continue and will they continue to be funded?****Jill asked the PPG if we could survey the patients to ascertain support for these questions. The PPG gave Jill full support on this.****The other practices are doing similar surveys.** | Jill to organise |
| **Practice Report**Carey Dowson | Carey asked if we could engage the young people more during the PPG Meetings? & Asked Amelia if she could write about her experience during her time spent in the back office for the newsletter.Michelle McGill would be holding a COPD Awareness self-care week.Carey said could we start thinking about our young mums - postnatal - How do we get that patient demographic? The GP’s could support a Facebook page. Discussion re weekly clinics to be rotated - mother & baby groups. Weigh in sessions and support re weaning & child safety. Sadly Dr Pitcairn will be retiring in 6 months time we would like to take this opportunity to thank her for the huge amount of work that she has put into the PPG. The practice will miss her very much. Dr Pitcairn stated that she appreciates all the work that the PPG do  | Executive to discuss |
|  |   |  |
| **A.O.B.** | Jill has been to a meeting in October with the GP’s in the practice and she is very pleased with how supportive they all are towards the PPG & that the GP’s felt that the PPG was an integral part of the practice.The dementia care is being done as a network of PPG’S With the possibility of joining with Baildon - We will watch this space to see how things pan out Lynn Asquith Arts centre meeting re mental healthJill asked - Could someone else be the number holder and helping with the role of CPAD Guardian and that someone has used the Defibrillator!!David Patients for student doctors - Wanting the PPG members to volunteer to be role model patients for 5th year students who would play a role of imaginary illness. They are to lease with Louise Gravner. David said that everyone at the practice was very grateful for their help. | Jill to co-ordinate.David to co-ordinate with interested members |
|  **Date of next meeting** | **Monday January 8th 2018** |  |