**Minutes of Bingley Medical Practice**

**Patients Participation Group**

**Monday 9th July 2018**

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| **Agenda Items** | **Minutes** | **Outcome/Action** |
| **Apologies and Welcome** | **Present:**Jill Wadsworth (Chair), Ian Hodgson (Vice Chair) Norma Bartle, Charlotte Hamilton, Michelle Beaumont (Secretary) Pam Vinnicombe, Ophelia Lightowler, Kathleen Naylor, Pam James, Dave Rowlinson, Lynn Asquith, David Child, Margaret Tetley,**Apologies:** Jean Gallagher, Lynn Asquith. Akram Khan, Ian Hodgson,  |  |
| **Minutes of Last Meeting** | Minutes of Monday 12Th March 2018 Approved          |  |
| **Newsletter** | Ian now has several articles for the newsletter, Jill to add Information regarding the CPR Courses, ideas were also put forward re: Checking prescriptions before leaving the Pharmacy. | Ian to put all the information together for the newsletter |
| **Matters arising** | The Receptionists script has been changed after being taken up by the PPG.Receptionists to signpost patients to the correct team along with added computer technology to back this up.NHS letter re: Extended access. Jill has sent a letter on behalf of the PPG.The PPG are to meet with the nurses, then to meet with the back office team.Dana sent a letter to Jill asking - Is it true that Gp’s don’t receive information re patients from BRI? (Certain departments don’t use System one) Jill stated that this is unacceptable; all hospitals should link up with System one to the BMP. It is something that the NHS Should is addressing; practice managers agree that this should happen. Jill also stated that all information should be sent straight to the gp. BRI are sending blood testing forms via the post instead of patients being able to just go to the surgery but patients are unable to do this due to them not being able to access the results at the BRI from the surgery. However we are electronically accessible with Airedale. | Jill to monitorExecutive to discussJill to follow up |
| **Patient Comments and Suggestions** | 1. Is it true that GP’s computers do NOT receive information about patients electronically from the BRI?
2. Saw the Dr 11-06-18 I was told by the Dr to make an appointment for the following six months. At the reception I was told I couldn’t make another appointment until 4 weeks before my six-month review. Is this right?
3. I was told on leaving the maternity unit that my GP surgery would send for my baby to have an injection at 8 weeks. I heard nothing and when I rang the surgery I was told that no one knew anything about it! I was later told in another phone call two days later that the appointment had been cancelled. I asked by whom but the receptionist didn’t know. However she said if we could bring my baby down at 3-00pm she would be seen. I’m still sat here at 4-10pm!!!!!!
4. Mu baby boy’s lack of jaundice test results was only followed up when he was 5weeks old – despite the initial blood test being done at birth and re-done at 5 days and I was told he would be monitored by my GP regularly.
5. Repeat prescriptions online – not at pharmacy when I go to collect them. This has happened more than once!
6. Patient wanting to renew prescription for contraceptive pill online it said she needed a review. Telephoned the practice and was told the nurse deals with that but could she come into self assessment on way home for height, weight and blood pressure which she did and handed results into reception. She was told the nurse would ring her on Friday (3days later) no call received. Telephoned surgery on Monday with only 4 pills left! Told nurse would ring Wednesday no call 2 pills left. Phoned surgery again on Thursday to be told that they would make out an emergency prescription for her and the nurse would call her Friday. No call - so came into surgery to pick up emergency prescription and asked for an appointment to see the nurse. She told the nurse was on holiday for two weeks and there wasn’t an appointment for the following week after she returned to which the patient said “you are having a laugh just book me in with the midwife.” The receptionist didn’t like the humour and went to hand over the emergency prescription and found a prescription in the box for six months dated the first Friday that the nurse was to ring her………. LACK of communication.
 | This is partly True. Airedale is fully compatible with the GP surgeries in Bradford using System One. Some departments of BRI do not use this system – Jill to find out why and if there is anything we can do.Carey said this used to be the practice but now if a six monthly appointment is requested by the GP one will be made.This will be followed up by the practice as it should have been the mid-wives responsibilityTo be followed up again a brake down in communication from the midwife.It is the pharmacy’s end where these problems arise.This problem has been investigated and the patient given the explanation. It has also been brought up at the nurses meeting. |
| **Report back from The Bingley bubble** |             The Bingley Bubble is a collaboration of 5 practices all working together.\*Primary care homes, all services are being brought together, a matron will run a hub, and this is still in its infancy.Norma felt that this system is old fashioned.\*Tony Davis was elected as patient representative | Executive to discuss |
| **Report from the Network Meeting.** | 27th June 2018 Attended by Norma Bartle & Michelle Beaumont                 1. Alzheimer’s society talks & talk by Dr Sarah Humphrey GP. West Cliff Medical Practice Specialist interest - Older people BHTHFT.                 2. Dementia friends - supporting people with dementia.                 3. Self Care resources, The importance of carers and supporting carers, PPG’S To raise awareness and people’s perception of dementia.                 4. Dementia friendly practices The Alzheimer’s society will visit the surgery to give information and training sessions.                 5. Julie Miller talked about the lack of research *Full minutes of these meetings can be obtained from Michelle Beaumont.*  | Michelle will hold a file for any prospective speakers |
| **Extended access****Fundraising** | We will become part of ‘The Hub’ in October - Evening appointments at the practice will run until March 2019Jill read out the letter that she has sent to NHS England at Quarry House, Leeds, she is waiting from an acknowledgement from John Taylor.We are trying to raise funds for an electronic information screen in the practice waiting room - This will only have information regarding self-care for patients and will not show TV Programmes or drug company advertising. Michelle has applied to Bingley Town Council for a grant and will also contact Wetherhead & Butler to ask for a grant as Pam James has said that they give out grants for money to be spent in Bingley.Jill has contacted The CCG to ask for funding and has applied for a Grass Roots Grant with The Skipton Building Society. Carey has given the PPG Permission to use the BMP Bank account where any ppg funds raised by ourselves will be ring fenced.Kathy suggested doing a sponsored walk, however it was felt that the it would make the practice look like it was penny pinching. | Jill to co-ordinate.Awaiting responses from grant applicationsFurther discussions to be held re fundraising. |
|              **A.O.B****Date of next meeting** | Jill visited Rockwell & Wrose PPG Which is in its infancy, she has given a talk and given advice (I.E Terms of reference etc. & is flying the flag for BMP PPG!)Pam James raised a question at The Health Watch Board Meeting - Did they know about extended access, they didn’t so she advised them to get in touch with CareyDave Rowlinson will be away - So patient volunteers for the students please contact Norma, Pam Vinnicombe will be cc’d into any emails.Michelle to print out all the meetings info and put it into a file. The Defibrillator has been taken out of its box 3 times. **Monday 12th November 2018** | Norma to liaise with PPG Members who wish to be patient volunteers.The Defibrillator is proving its worth. |