

## **HIGH FIELD SURGERY PATIENT PARTICIPATION GROUP**

Date: 5<sup>th</sup> February 2013

### **Present**

CG, DM, GB, LB, FA, BJ, COH, BA, CA, MA, TA, BC, Lorraine Brown (Practice Manager High Field Surgery) Tracey Godley (Reception Supervisor High Field Surgery).

### **Apologies**

MK and DP.

### **Minutes**

The minutes of the last meeting were agreed.

### **DNA's (Did Not Attend)**

The group asked if there had been any reduction in the amount of DNA's. LB reported that there had been a slight drop but also informed them that compared to other surgeries our DNA figure was relatively low. LB confirmed that if a patient has three DNA's the patient is written to and warned they will be asked to leave the practice if they continue to do this. She also confirmed that this has been done. She also stated that patients are removed from the practice for aggressive and violent behaviour as the practice operates zero tolerance for verbal or physical abuse.

### **CCG Update**

LB explained that the CCG will consist of 38 GP practices in the Leeds West area with approximately 355,000 patients. The CCG will look at various areas such as early diagnosis of cancer, coronary heart disease, diabetes and asthma in order to improve patient care.

### **CCG meetings**

Three members reported that they had attended the open day at Elland Road in November on commissioning. They reported that it was informative and wondered whether patients could be involved in meetings with the Leeds West Commissioning Group; LB will take this to the next CCG meeting she attends.

### **Patient Questionnaire Results**

Copies of the results were distributed to the group and we discussed the main issue of telephone access. The survey may be on-line next time possibly using [www.surveymonkey.com](http://www.surveymonkey.com) website?

### **Boundary Extension**

There is a map of the practice area including the extended boundary of the web site. The group wanted to know how the surgery would be affected by the change in the practice boundary and whether the money would follow the patients. Initially only patients who move from our existing area into the extended area will be able to stay on the practice list but it is felt that this will be changed in the near future so that all patients who live in the extended area will be able to register if they so wish.

### **111 Telephone Number – Help With Notices?**

We weren't sure about how the 111 change would be advertised but since the meeting we have confirmed with Yorkshire Ambulance Service that there will be a national drop of leaflets.

### **Repeat Prescriptions**

LB asked the group if they found our repeat prescription service easy to use. All found our service good but four or five members of the eleven group members that attended had had problems with the chemist. Wrong quantity, wrong strength, items missing and medication not ready for collection were issues. LB will do an audit and take relevant issues to chemists. One group member said she doesn't like being given a pack of 28 tabs and 2 loose ones to make up 30.

### **Patients From Abroad**

The group was disappointed that patients from abroad can now all receive primary care free of charge but that secondary care check their entitlement to their services.

### **Practice Leaflet**

LB asked for feedback on the information given in the Practice leaflet. DM informed the group that many patients are bewildered by the number of help lines available. He suggested the Leeds Directory which has links to many helpful numbers.

### **Telephone**

Difficulty in accessing surgery by telephone was discussed. LB reported that a new system is about to be installed which we hope will address the difficulties

### **Charity Fund Raising**

Some members of the group are involved in Charity Fund Raising and wondered if the practice would be able to be involved in some fund raising. Tracey mentioned that we already do this at Christmas with the signing of one Christmas card signed by all staff and monies saved going to charities.

### **Other Business**

We were asked to display details of Opal's drop in for memory services. LB agreed.

Next meeting to be held on Tuesday 14<sup>th</sup> May 2013 at 6.45pm.