

HIGH FIELD SURGERY – PATIENT REFERENCE GROUP

Minutes of the Patient Reference Group held on Tuesday 13th January 2015 commencing at 6.30pm

Present: Chair - CG,
TA, MA, KB, DM, BJ, MK, LB, BT. JJ, PR, JR

GP - Dr John Shaw (JS)
Practice Manager - Mike Holmes (MH)
Assistant Manager - Janet Towler (JET)

Apologies: GB, BA, CA, DP

1. Welcome

CG welcomed new members to the group – PR, JR & JJ.

CG expressed how well the recent flu campaign had been and on behalf of the group wanted to thank all staff and GP's for their excellent work.

Dr Shaw was to join the meeting shortly but was currently still seeing patients.

CG raised that he had attended a Public Meeting in Bramhope, but was not overly impressed with this.

2. Minutes

There were no matters arising from the minutes of the last meeting (16.9.2014) which were agreed as a true record.

3. Matters arising:

Proposed closure of Holt Park Surgery

The majority of the meeting was devoted to this topic, the practice being keen to hear existing patient views and opinions.

MH gave some background information regarding the proposed closure of the Holt Park Surgery. There is a proposal to the NHS for Abbey Medical Centre in Kirkstall and Moor Grange Surgery to merge, with a secondary proposal to close Holt Park Surgery (which is a branch surgery of Abbey Medical Centre). The approximately list size of Holt Park is 2,500. The proposals have yet to be approved and a period of public consultation is underway.

Highfield learned of these proposals when patients started to register. The NHS area team have accepted there were communication issues at the start of the consultation and have been working to overcome these. To date we have had around 300 new registrations with a steady demand each week.

There was a discussion when the following points were raised

- What is our saturation point?
- When do we stop registering patients?
- Can the surgery take the extra capacity ie is the building big enough / sufficient consulting rooms?
- Are there enough GP's?

MH indicated all these points were being taken into account as part of our future planning. We have to look at not only list size, but at appointment availability, maintaining service levels and look at how patients are using the Practice.

We have embraced technical solutions such as SMS messaging, on line services and now new electronic prescriptions which will help us cope. We have already signed contracts to have another consulting room created in the building, of course the key will be the point at which we need to employ extra clinicians. This will be done but it is difficult to predict in advance exactly how many patients we will grow by, and therefore how many extra doctors we need.

We can cope with expansion – it is all down to managing the growth which is likely to come in a short time frame.

We do not want to deteriorate our service in any way, but more patients ultimately secures the future of the practice and should mean more services provided from Highfield..

Family and Friends Test

Patient surveys have been done in the past, the NHS now has a new Family and Friends Test. This can be done in paper form but also mobiles receive a text message 2 hours following an appointment. So far we have had very positive feedback. The intention is to share the results with the group to monitor our progress.

CQC – Intelligent Monitoring Report

KB had a copy of the report which the Practice was aware of. Using data the CQC had ranked Practices, Band 1 being higher risk and Band 6 lower risk. This will be used to plan CQC inspection visits. KB noted privacy in reception scored low – previously noted and the Group aware of all the various steps we have taken to address this.

Invite to Pharmacy Manager

This has been delayed but proposed to invite Managers from Cohen's and Hawkin's to ensure we remain independent. .

Electronic Prescribing Service

MH gave an explanation of the new EPS and how this will have huge benefits for patients. Several group members reported how slick the new service had been.

Extended Hours

The extended hours opening 8am-8pm has gone smoothly with more appointment capacity and later evening appointments. The hub at Ireland Wood Surgery is due to open at the end of January 2015 giving availability at weekends.

Other Services

We have an Ultrasound Service which started in December 2014 doing two clinics a month and a Vasectomy Service starting in January 2015. The group was pleased to see progress in this area. We are continuing to explore other services.

Training Practice

Employment of a trainee nurse has been delayed but we are hoping to have a trainee by April / May 2015.

Text Messaging Service

We have enhanced our text messaging service to enable patients to text replies, such as to cancel an appointment they no longer need. Also it automates other processes such as Family and Friends Test freeing up phone lines and staff.

4. Any Other Business

Ireland Wood Hub

The Hub is due to open on 31st January 2015. There will be a soft launch to check systems, sort out any technical issues and monitor demand. It will be open from 8 am to 4 pm Saturdays, Sundays and Bank Holidays. There will be routine, non urgent GP appointments available. The Out of Hours service will still be operating and there will be no visits from the Hub. The hope is that this will reduce pressures in Surgeries on Friday afternoon and Monday mornings.

CG thanked everyone for attending .

The date of the next meeting was fixed for Tuesday 12th May 2015

The meeting concluded at 7.35pm