

HIGH FIELD SURGERY – PATIENT REFERENCE GROUP

Minutes of the Patient Reference Group held on Tuesday 16th September 2104 commencing at 6.30pm

Present: Chair - CG
TA, MA, KB, BA, CA, DM, DP, BJ, MK, BT
GP - Dr Rosa Bobet (RBR)
Practice Manager - Mike Holmes (MH)
Assistant Manager - Janet Towler (JET)

Apologies: GB, LB

Resignation: CO

1. Welcome

CG welcomed everyone to the meeting

CG thanked RBR for attending the meeting.

Introduction

RBR introduced herself to the group. She has been a GP at High Field Surgery for 14 years with interest in Chronic Disease, Women's Health, Children, ENT and Minor Surgery. She always wanted to be a GP, driven by an early interest in helping people.

2. Minutes

There were no matters arising from the minutes of the last meeting (13.5. 2104) which were agreed as a true record.

3. Matters arising:

Position of Chairperson - There does not appear to be any provision to change the Chairperson. CG is to continue as Chair for the time being but willing to step down at any time the group feels it is time to move on.

Practice Updates: MH gave an update on the following –

Productive General Practice Programme (PGP)

This is a programme to help us become more efficient from clinical matters to back and front office. We are currently addressing our prescription process. We are monitoring our 48 hour rule and need to educate the minority of patients who regularly abuse the process.

MA again raised the issue of blister packs being cut up to make up the number of tablets required. After some discussion is agreed that we would invite the Pharmacy Manager to our next meeting so they can answer some of the patient questions and queries.

Other PGP improvements include: we have decluttered the Practice and put in place a new emergency appointment system. We are monitoring this by using an Extra Appointment card and seen a drop in demand. The medically urgent appointments will always be seen.

Extended Hours

We received information on 15th September 2014 that an extended hours programme has been approved.

Leeds West CCG Practices will be opening 12 hours a day, potentially from beginning of November 2014.

The Practice will open 7am - 7 pm Monday to Friday with local hubs (ours being at Ireland Wood Surgery) open 8 hours a day on Saturday, Sunday and Bank Holidays (possibly 8am-4pm) to provide GP appointments for routine and emergency appointments.

This will give more appointments and better access to help both patients and hospitals with A&E attendances and unplanned admissions. The CCG are funding over an 18 month period and for this

to continue they need to prove it works. This will involve GP's, Nurses and Health Care Assistants but we have to be careful not to overload GP's.

Computer system - SystmOne which is used by the majority can handle this although there may be some technical issues but nothing that cannot be worked around.

Our pilot of opening at 7 am on Monday and Thursday mornings has worked well, especially with working patients.

Avoiding unplanned admissions

This is an NHS project. We have identified the 2% of our patients who are most at risk of unplanned hospital admissions, and produced care plans with the intention of avoiding unplanned admissions. This has involved a lot of work and time but we are on schedule.

Training Practice

Primary care is at risk over the next 5 years of losing Nurses mainly due to retirement. We have signed up to become a Training Practice. We will have an extra trainee nurse who will have previously worked in the hospitals and looking to train in Primary Care. This is funded by the CCG for 12 months. It will involve work for the practice with the training, but the benefits will be for our patients.

New Health Care Assistant

We have a new Health Care Assistant, Carol who has joined us. She is well trained and has lots of experience. Vanessa our new nurse is settling well too.

DNA

We have seen a marked improvement in DNA's – down to 99. We are continuing proactively manage on a daily basis, using our DNA letters on a tier system. We are really pleased with these results.

Named GP for Over 75's

We have sent out letters to all our over 75's with their named GP and set up a rolling report to ensure all newly 75's receive this information.

Waiting room developments

New chairs are being delivered shortly. The old chairs have been donated to Christian Aid for Africa.

PRG and Health Promotion

Previously it had been suggested having an "open" office for group members to come along and discuss projects for the group to move forward with. Waiting room improvements and Health promotion was agreed. MH has arranged this for Tuesday 30th September 2014 at 2.00pm for anyone who wishes to attend.

One suggestion was for PRG members to be available to meet and greet patients at our Flu clinics and promote the group. Clinic dates are Tuesday 7th October, Wednesday 15th October (afternoons) and Saturday morning 18th October 2014.

BJ raised the issue of a problem with wheelchair access through the new front door. This will be looked into.

COPD (Chronic Obstructive Pulmonary Disease) was suggested as a health promotion. This is to identify patients who may have an unexplained cough, shortness of breath and unknown diagnosis.

4. Any Other Business

Best Practice dissemination. Individual Practices have previously worked alone. The CCG are keen for all to work together and MH attends regular Practice Managers meetings to share ideas and common themes.

We are doing well having increased our patient numbers by around 400 recently. Patients are happy hence the recently letter to the newspaper about access.

The issue of the recent newspaper report about the previous Practice Manager was raised. This incident came as a shock to the Partners, and they are pleased that this has now been dealt with through the correct channels. Lessons have been learned and we are moving forward.

Leeds Care Record

There are around 118 different computer systems within the Leeds Health system. The solution is for clinicians to view the data from different systems through Leeds Care Record. ie GP's can see hospital ward records or social care records. This is a secure system and can only be accessed using a smartcard. Patients do have the right to opt out.

There was no further business. CG thanked everyone for attending.

MH will send out a reminder on the meetings mentioned above with these minutes.

The date of the next meeting was fixed for Tuesday 13th January 2015

The meeting concluded at 7.45pm