

HIGH FIELD SURGERY – PATIENT REFERENCE GROUP

Minutes of the Patient Reference Group held on Tuesday 13th September 2016 commencing at 6.30pm

Present: Chair - (KB).
(CA), (DM), (GP), (LW)

Practice Manager - Mike Holmes (MH)

1. Apologies and Introduction

Apologies: (TA), (MA), (BA), (GB), (CG), (LB), (DP), (ES)

2. Minutes

The minutes of the last meeting 10 May 2016 were approved.

KB reported back that the CCG is happy to support a Weekend Hub service PPG, representative of all practices involved. Similarly MH reported that the 11 practices in the current hub pilot would also support a Hub service PPG.

MH reported the High Field GPs are agreeable to including a PPG representative on the interview panel when recruiting clinical staff. Although the recruitment decision will remain the partners, they see the merits in patient input.

3. Weekend Opening update

MH gave a further update on the midweek extended hours (CCG scheme) and the weekend opening service (New NHS scheme).

The weekend scheme has now been commissioned on a 4 year contract with NHS England and will extend to all 37 practices in West Leeds. The service will change slightly as the level of funding is lower, however the intention is that system enhancements will now be possible to make the service feel identical to routine midweek appointments.

The group spent time discussing how the service is used.

4. Patient Survey

The 2016 Patient Survey is complete and the results have been published on the website, distributed in the waiting room, and emailed to members.

MH specifically thanked KB, DM and GP who volunteered their time to attend the surgery and encourage patients to complete the survey. This resulted in many more responses, and from patients who would not normally have contributed. All three shared their experiences of the process which were overwhelmingly positive.

Time was spent reviewing the overall results, and both the practice and the group are very pleased with the outcome. The group also spent time reviewing the individual patient comments and this covered a wide variety of topics. MH was able to explain various aspects of the practice telephone system and appointment system and what actions the practice took to address “abuse” of the system without inconveniencing the majority of patients.

MH pointed out that the published results has 3 FAQ’s appended to the rear to address the 3 most commonly asked questions from patient comments. The group agreed this was useful and KB suggested it would be helpful to reproduce these on the website.

5. Any other business

- KB asked if a GP could attend a future meeting, perhaps Dr Bhatti who is new. MH confirmed we would be happy to arrange, they had missed the last couple of meetings as we hadn't had an agenda item specifically needing a GP
- Peer Support Groups. A locally commissioned service called the Patient Empowerment Project (<http://www.leedsmind.org.uk/our-services/pep/>) has been working with us for 2 years now. They have identified that the Leeds 16 area has a distinct lack of patient peer support groups, and would like to start setting these up. The practice is happy to help, and they believe the PPG may be able to suggest peer support groups to start the ball rolling. Please feed in any areas as discussed, we may invite PEP to the next meeting to pick this up further

6. Next Meeting

The date of the next meeting was arranged for Tuesday 17 January 2017.

KB thanked everyone for attending

The meeting closed at 7.30pm