**Minutes of PPG Meeting held on Monday 21st October 2019 @ Rockwell**

**Present:**

Patients BC, MS,MM, BH,PL, GD, KS, GS , MH, DF, ED, MC, LM, TA, PW

Apologies PM

Speakers: Angela Mawston, Dr A Gavin

Chair Rachel Thompson

Support Staff: Donna Ford (Asst PM) and scribe and Jeanette Armistead – patient support /reception.

**Review of Previous Minutes -** Rachel apologised that the PPG meeting date had to be changed due to CQC visit. In the last meeting we addressed the roles & responsibilities of the PPG; we looked at getting some form of DNA poster (now sorted by BC). We had a talk from the district nurse, looked at our Access Plan, also mentioned PCN (to be discussed in more depth today), electronic consultations, and the Practice Business Away day.

**Angela Mawston – Advanced Nurse Practitioner:**



Angela is the newest member of the team in this new role. She was previously our Community Matron working for Bradford District Care Trust. She will be working at the practice full-time over 4 days. The patient information leaflet about her skills was reviewed and circulated. She can do everything a doctor can do, except sick notes and children. Angela has only been in post for 2 weeks so it is a learning experience at the moment. Over time, her role will expand. PPG were advised that that staff will ask more questions to make sure Angela gets the correct type of patient. She will also be doing some project work. PPG voiced positive comments about Angelas new role and asked a few questions . EG GS asked if AM could do physical examinations and AM replied that she can do examinations the same as all the doctors.

**Primary Care Networks & Community Partnership:**

**PCN –** Commenced 1st July 2019 as designed by government paper called the NHS 5yr forward view. Money is tight and there is a lack of clinicians to fill the posts being advertised. So the idea is to group practices together – to make a patient population of around 40,000 – providing ‘economies of scale’. We have been grouped together with Moorside, Ashcroft & Farrow – all people we have worked with before, and have a good relationship with. The idea is to work together to expand the workforce which we have done with the physio & the Well Being Worker.

**Community Partnerships** – These do more project based work integrated into the community with the volunteer sector and other participants. We have regular meetings. The patient group could be part of this, going out and spreading the word. We have already done some work with the extended access appointments across Bradford.

**Flu Update –** We have now had both the walk-in flu clinics (thanks to PPG members that helped out). Both were extremely successful – possibly too much so. BC had kindly collated some feedback from the Wrose Group which gave future clinics some steer. We will have to have a look at this and see if we can adapt for next year. We did try to contact as many patients as possible by text message & if they were not “signed up” by letter.

Both waiting rooms carried the lots of advertising information, but the practice recognises that we cannot ever reach everyone. We will now be mopping up in normal clinics for patients who still want a flu vaccination. The practice has 1500 vaccines to give this year to meet government targets.

**CQC Visit –** This eventually happened on 7th October 2019– it was a shorter ‘focused’ inspection, so this is why they saw less people including PPG members. The inspection team was made up of 3 people; two were inspectors the third a GP. They spoke to doctors, nurses and a couple of members of staff. As far as we can tell it went well but we will have to await the report.

**Wrose Premises –**There is **no** real news to report at the moment, still looking promising. All need to be aware that this will cause major disruption to our services, leading to a lot of work being moved to Rockwell.

**PPG attending clinics**  – This is a topic discussed at the last meeting – the idea is that PPG members could come to the practice or go to the community centres to spread the word about the patient group and what it does for the practice. RT has provided PPG reps with a list of all the clinics being run at each branch.

A gentleman attended who works at Rockwell Community Centre ( Mr Philip Watson) and told the group a little about his role there. The group thought that would be a good place to start. Mr Shores said he was happy to go and visit – to speak to Sandra Burgan or John Sheen.

**Patient Feedback**

Mrs Clarke fedback from comments from the box.

1. Wrose – Complaint about a 30 minute wait – we will endeavour to get the reception staff to let patients know if a doctor is running late.
2. Rockwell – Comment – treatment good
3. Rockwell - Comment – the best surgery they had ever been at.
4. Rockwell – Suggestion – water dispenser – we will give patient a glass of water if required.

Flu Clinic/Patient Feedback

1. Better if volunteers knew how the system was running – i.e. how many people, all added to different lists, different vaccinations, etc.
2. Speaking to patients – asking about ordering scripts and why not on the telephone. There are many other ways to order even if you don’t have online access. You can fax, you can come in, a family member can come in, and you can pop a request in the post box outside at any time of the day or night. A patient could enquire about repeat dispensing that means patients could be issued 12 months’ worth of scripts at one time that they take to a chemist and redeem every two months. We will not be taking requests over the telephone it is too dangerous.
3. More Staff at future walk-in clinics
4. Telephone holding message – this has recently been changed to try and stop the amount of times a patient has to ring. It asks patients to ring after 10 for results, it tell patients that if it is an emergency, such as stroke or heart attack to ring 999.

**Triage Talk – Dr Gavin**

The group had asked to learn more about appointment processes in the practice, so this is the first on our Triage system.

This system was set up by Dr Haddad & Donna in 2015.. A lot of research had to be done before hand to see if we could make it work – may practices have tried and failed.. The triage runs every morning 8.30 – 13.00 (12.30pm on a Thursday) and patients can ring at any point in the morning. These calls are for ‘urgent’ on the day problems, where the patient feels they need to be seen that day. It is a different doctor everyday – and they could be at either site. The Triage GP works their way through the calls, any the staff think are particular urgent they turn pink – so it highlights priority to the doctor, any that may be a home visit are turned orange. The doctor will speak to the patient and decide if they feel they need to be seen, by whom and when. We feel that without this system we would not be able to cope, and the staff love it.

**Wrose Pharmacy** – still no improvement, staff have left and the driver left. Mr Shores has had no further response from head office. He will continue to follow this up.

**Rockwell Pharmacy** – things not much better there, their driver left and is going about poaching patients to where he is working now.

**National GP Survey –** This is the independent survey carried out by MORI every year. We have improved on last year and are doing better than all of our neighbouring practices.

**Organ Donation –** From Spring 2020 this will be an ‘**opt out system’**, so everyone will be considered an organ donor – unless they record a decision not to donate.

**Dementia Group –** A new arm of the Memory Tree has been set up in Wrose at St Cuthbert’s Church.

**MMR Campaign –** This is ongoing – we have displays in both waiting rooms – and we are sending out letters and texts to encourage people who have not had the vaccination. Britain has recently lost it measles free status. People really don’t believe that measles can be a killer until it is too late. We need 90 -95% of the population to be immunised for there to be ‘herd immunity’ – where the spread of the disease will stop.

**Pre-meeting** – 2nd or 9th December. at Rockwell at 3 pm

**Next Meeting - Monday 6th January 2020 at 16.30 @ Wrose**