**Minutes of Patient Group Meeting held on Monday 7th March @ Rockwell Lane M/C.**

**Introduction :** Rachel Thompson welcomed everyone to the meeting, and was happy to see some new faces.

**Previous Meeting:** Rachel reviewed the minutes from the previous meeting. We had previously looked at Palliative Care, Electronic Prescriptoin Service & stopping chemists from ordering prescriptions.

**Healthy Hearts Award:** Rachel informed the group that another member of the practice had been lucky enough to receive an award. This time it was Donna Ford for Overall Contribution to the Bradford Healthy Hearts Programme.

**West Yorkshire Joint Services:** Lisa Stones came to do a talk on Fraud & Scams and how to avoid them. Lisa told the group how £9 billion is lost to fraud every year in the UK. A lot of this is linked to Prize Draws. Prize draws are monitored in the UK, but anything from overseas isn’t. So we must always be on our guard. Often these prize draws are linked to you making a purchase, but then if you do this, and this often leads to your details being passed on. Also there is now a fake postcode lottery starting to show itself. If you feel that you have come across something that may be a scam the best people to inform is Citizens Advice Bureau, and they will pass you concerns onto to Trading Standards. Lisa left a bag of information for all patients attending the group to look at their leisure.

**Federation Update:** Rachel gave a brief update on how our federation (Trust Primary Care) was developing. We have started out as a small group of practices but were now 19 strong. The Federation has been set up to bid for contracts that may come up. There hadn’t been anything for a while. The 2 projects that had been taken on by the TPC are:

1. Physio First – in 6 practices – up & running fully in 2
2. Well Being Workers – 6 practices will be getting one – we are the first and are starting this week. Her name is Janet Menehbi and will be looking at Obesity, Self-Care & Low Level Anxiety. This is a pilot for 42 weeks, 2 sessions a week.

The group asked if we could possibly have a more detailed talk on the work of the federation/ funding etc.

**Quality Premiums:** There is no spare money floating around in general practice. So any money that does become available we need to bid for services to use it. We were told that the practice could bid for up to 99p a patient ( increased to £1.42 at the 11th hours) , so the bids that we put in and have been successful:

1. Rockwell Rocks 2016 - £2500 ( room hire, catering , transport, enterntainment , marketing etc etc)
2. Dementia Friendly Practice - £500 ( staff training and support materials)
3. Practice Pharmacist - £11 500 – ( employ a pharmacist 4 hrs per week for 42 weeks)
4. English Classes – for help with medical appts £ 1000 ( Tutor, room hire , materials, room hire and refreshments)

**Prostate Cancer Talk :** Dr Mackley was kind enough to prepare a talk on Prostate Cancer that was requested by Mr Shores in the previous meeting. Dr Mackley asked the group what they wanted to know to make sure it was all covered. He discussed the basics, who could get it, the symptoms, the examinations and any testing that was available. He discussed the PSA test, and how it was not reliable as a true screening tool.

**Doctors Strike**: Dr Mackley took questions from the group on the ongoing junior doctor’s strikes. He explained that the Department of health had almost reached an agreement with junior doctors in their negotiations however decided to impose the contract anyway which has further stoked the fire. The stumbling element relates to the government tyring to impost 7 days working without proper funding ( 7 days service on 5 days money) which is a serious risk to junior doctors and patient.

**GP National Survey:** This is the survey that made the front page of the Telegraph & Argus & a double page spread inside, a few weeks ago. This survey is commissioned by the DOH and circulated through Ipsos Mori on an ad hoc basis every quarter. It is quite a lengthy survey for patients to complete and this is possibly why the up take is quite low. The 2015 survey 2.4million sent and the response was around 35%. We as a practice in the satisfaction survey got 92% we were 6th in our CCG. This survey is being used to measure our performance so if you do get one please complete it, you can also go to the website and complete one on-line . <https://gp-patient.co.uk/>

**Equitable Funding:** We have been asked to raise this with our Patient Groups by the CCG. This is a process that is being carried out in the NHS so that all practices receive the same money per patient and thus operate on a level playing field. The figure that has been decided on is £79.95 a patient – at the moment we are getting £90 this means the practice will have its contract reduced by over £45,000 next year ( but still expected to maintain the same level of service). There are some ways for us to earn back some of the money but we will be looking at ways of cutting costs that will not affect patients.

**Open Floor:**

1. On-line Ordering – Can sometimes be difficult if you have a lot of items as you have to tick each individually – also if you are trying to type something in the text box it time out. Action-to look at lengthening the time so it doesn’t time out. RT has contacted the software suppliers and asked if this can be looked into!
2. Patients asked about all medication being in line. Action – Just let us know the amounts and we will sort it.
3. Could we send SMS messages to remind patients about flu jabs/clinics – we had done this to select groups of patients this year. Action – to increase this functionality across all workstreams .
4. Rockwell automatic doors a little cumbersome for patient with a wheelchair – Action – to put a sign on the door to say the open outwards.
5. Reception staff are excellent – perhaps it would be nice if staff could say their names when answering the phone – Action – to raise at next meeting.

**Things identified by the national survey that we could improve on –**

1. Receptionist to be more helpful
2. Nurses need to listen more
3. Access to GP of Choice.

**Rockwell Centre –** Michelle did a quick update on events at the Community Centre.

**Next Meeting – MONDAY 27TH JUNE 2016 @ WROSE HEALTH CENTRE**