**Patient Group Meeting Held on Monday 20th January @ Wrose Health Centre.**

**Wrose Patients = 7**

**Rockwell Patients = 6**

|  |  |
| --- | --- |
| Wrose Patients | Rockwell Patients |
| Sex | Age | Ethnicity | Sex | Age | Ethnicity |
| F |  | White British | M |  | White British |
| M |  | White British | F |  | White British |
| F |  | White British | M |  | White British |
| F |  | White British | F |  | White British |
| M |  | White British | M |  | White British |
| F |  | White British | F |  | White British |
| M |  | White British |  |  |  |

**Apologies: 3 patients**

**Review of Last Meeting:**  Mrs Thompson reviewed the minutes of the last meeting.

* Dementia Presentation by Brainscape
* Pharmacy Presentation by Fiona Burns Rockwell Pharmacy
* Patient Survey Results
* Care.Data
* Flu and Shingles Vaccines

**Update from Patient Networks:**  The area wide patient group meetings are going strong and gathering more patients each time. Several Rockwell and Wrose patients attend and contribute to improving NHS service. The next Bradford Wide meeting is at Cottingley on 23.1.2014. Mrs MM is attending.

**Practice News:**

We held a Health Promotion event called Baby Rockers on 7 11 2013 based loosely on the Rockwell Rocks events that we used to run for patients. Pregnant ladies and young parents were invite. Mrs Moss attended this and spoke to some of the young mums who attended and tried to canvas suggestions for improvements. There were lots on offer and the few that did attend found it extremely good. The practice will probably do this event again but on a smaller scale.

Dr Gavin & Rachel informed the group of a number of changes that were going to happen in the practice in the coming months.

1. Dr Winn is retiring on 31st March
2. Dr Haddad will be moving on to pastures new at the end of April
3. Dr Savin is expecting her second child and will be going on maternity leave in the summer(she will be returning)
4. Dr Mills has been made a partner to replace Dr Winn.
5. The practice is now in the process of recruiting both a full time & part time doctor.
6. The practice has been opening on a Saturday morning but this is only for January 2014 due to a pot of money given to the practice to address winter pressures.

**Care.Data:** We have discussed this in our previous meeting, but we have learnt that the information leaflet is being sent to households in the practice area, and patients will be asked to decide if they want to be part of this data collection. Patients are able to opt out and there is form that they need to sign – available at reception. We are entering the 12 week consultation period and at the end of this the data will be extracted from the patient records unless the patient opts out

**Meet Dr Hussain:** Dr Hussain one of our 2 registrars did a talk to the group on her role, how she came to be in practice. The group found this really informative, and said they would spread the word.

**Action Plan Achievement**

Very few improvement suggestions had been put forward for 2013 – 2014. Details as follows

* Improve the Seating at Rockwell Surgery ( a couple of chairs with arms) – Mrs Thompson explained that the seating was high quality, hard wearing and maintenance free however accepted that some patients found the low seats uncomfortable and difficult to rise from. The practice intend to retain the seating but will endeavour to purchase a couple of high seated chairs to patients with mobility problems
* Supply disinfectant Gell for patients – done ( achieved)
* Supply cold water drinks in warm weather – done ( achieved)

**Open Forum**

1. Patients attending the meeting wanted to know if the practice list would stay open while we are in the process of recruiting. RT said yes we have to keep the list open, can only close if you have a very good reason and then it would be for 12 months.
2. Blood Pressure Pod – patients asked if we would be getting this back. RT explained that it had been on a free trial and the take up had been limited. It possibly may have worked better if we had the staff to go out and show every patient what to do.
3. On-line appointments – this was raised as it was felt that there was a limited number for patients to book, and often after you have booked an appointment (usually an early one) when you went back on at a later date, later appointments were available to book. RT said these appointments were set up and released by the system every day, with a small number for each doctor. We are unable to put the nurse’s appointments on as they vary in length. RT promised to look into this and report back at the next meeting.
4. The subject was raised of the possibility of patients who are attending with multiple problems being able to book double appointments. Dr Gavin addressed this issue saying that she felt this was very rarely needed and most problems could be dealt with in a normal appointment slot, it was often down to the doctors’ consultation style. If a doctor thought they could not deal with all the issues, the patient would be asked to book a follow up appointment which could often be done by the doctor.
5. Triage System – All felt that this was working well and often addressed a lot of patients issues with just a telephone call, as often reassurance was all that was needed. All the doctors do triage so a patient may get any of them.
6. Patient Check in Board – it was asked if we had experienced any problems with this, as they had used it a couple of times and it hadn’t arrived them. We were not aware of any problem but would keep an eye on it.
7. Linked to the above – patients who are visually impaired struggle to see either screen. All reception staff present said that they are more than happy and often do go out to the patient when they are called and let them know, if needed escort them to the relevant room. Please just ask at reception.

**Dr Gavin – High Blood Pressure:** Dr Gavin gave a short presentation outlining the signs, symptoms & treatments of this condition.

 **Date of Next Meeting:**  RT asked if Monday evenings were the best time for these meetings, would it perhaps be worth considering one in an afternoon. All present were happy with the evening meeting. The next meeting will be **Monday 7th April @ Rockwell Lane at 5.30 pm**

**Speakers: Bradford Safeguarding Team**