

**Walderslade Patient Participation Group  
Minutes of Meeting 12 March 2015**

**Present:**

Jayne Hackleton – Practice Manager (Chairperson)  
Iris Higginbottom  
Jean Gibb  
Cynthia Shaw  
Kevin Doyle  
Christopher Corker  
Philippa Law  
Pat Gregory – Patients Liaison / Communications Manager  
Kath Lloyd - Reception Manager  
Karen Gallagher - Administrator

**Apologies:**

Freddy Ponce  
Jane Love

1.	<p><b>Apologies –</b></p> <ol style="list-style-type: none"><li>1. See above.</li> <li>2. Jayne Hackleton announced that Reverend Dennison had sadly passed away. A member of the group suggested that a card of condolence from the PPG should be sent to his family. <b>Jayne Hackleton to action.</b></li></ol>
2.	<p><b>Staff Update</b></p> <ol style="list-style-type: none"><li>1. Pat Gregory has changed her role to Patient Liaison / Communications Manager. Part of her role is to advise on external community health services available to patients; providing information and signposting to individuals who would benefit or have been referred by their GP.  Jayne Hackleton asked PPG members to forward contact details of groups or individuals they are aware of who might provide useful services. Contact Pat Gregory directly on 01226 352407.  A member of the group asked if charity services were appropriate. It was agreed that any charities suggested would be checked prior to the practice recommending them.</li> <li>2. Kath Lloyd was introduced to the group. She has taken the role of Reception Manager. Kath will report any necessary information back to the PPG.</li> <li>3. Two new receptionists have been recruited and are currently undergoing training with Kath Lloyd. Improvements to the telephone answering service and reception cover should be felt in due course.</li> <li>4. An additional Health Care Assistant was recruited but unfortunately will be leaving the practice at the end of March 2015. An advertisement for a replacement will be made week commencing 16 March, 2015. A member of the group asked what qualifications are required. Jayne Hackleton advised that qualifications to NVQ level with relevant experience would be expected.</li></ol>

	<p>5. Two new clinical nurses have been recruited to increase the practices' offer of nurse appointments.</p> <p>6. A vacancy for a full time salaried GP has been advertised. Interviews will take place week commencing 23 March 2015.</p> <p>7. A member of the group asked if the practice had closed their list to new patients. Jayne Hackleton advised that the list was open and would not be closed.</p> <p>8. A member of the group asked how many patients are there registered at the practice and why have numbers recently decreased. Jayne Hackleton advised that there are approximately 13,200 patients registered. Numbers vary due to patient deaths and the freedom of choice for people to move between local practices.</p>
3.	<p><b>Care Quality Commission (CQC) Inspection</b></p> <p>1. The inspection took place on 16 December, 2014. Generally the inspection went well with no areas of concern highlighted by the inspectors. The inspection report has yet to be published by the CQC. When issued a copy will be made available to the PPG and on the practice website. <b>Jayne Hackleton to action.</b></p>
4.	<p><b>Friends and Family Test – Feedback</b></p> <p>1. This ongoing NHS (England) initiative is for patients to complete a simple card questionnaire which asks, in their experience, how likely they are to recommend Walderslade practice to friends and family if they needed similar care or treatment.</p> <p>The questionnaire is currently available on the surgery website, hard copy in the surgery entrance lobby and is being sent out with prescriptions, doctor home visits and via text messaging service.</p> <p>Jayne Hackleton advised that overall the responses received have been more positive than negative. Examples of some of the written comments were dictated to the group. A discussion took place as to how existing services are currently managed and how patient requirements and expectations are taken forward.</p> <p>FFT feedback will continue to be brought to the PPG.</p>
5.	<p><b>Review of Action Plan</b></p> <p>1. The group reviewed the following action plan points:</p> <ul style="list-style-type: none"> <li>• Telephone Access</li> <li>• Appointment Access</li> <li>• Did Not Attend (DNA) appointments.</li> </ul> <p><b>Telephone Access</b> – Improvements are anticipated following the recruitment of two new receptionists in January 2015.</p> <p><b>Appointment Access</b> – Improvements to nurse appointments are anticipated following the recruitment of two new nurses in February 2015. In addition the practice is in the process of recruiting a new salaried GP.</p>

	<p>Promotion of the existing patient online appointment booking and repeat prescription ordering service is to be implemented in addition to the new facility for patient to view their medical records – refer to item 11.1 Online Access.</p> <p><b>DNA Appointments</b> – The Practice is to commence a policy of contacting patients for feedback as to why they failed to attend their appointment.</p> <p>Pat Gregory advised that over a period of 5 consecutive working days, 21 patients had defaulted on GP appointments and 44 on nurse appointments. When contacted 12 patients said they had forgotten their appointment and 3 apologised for this. All members of the PPG agreed that this default should be challenged. It was agreed to quantify the DNA's in a format to show the real term cost and the impact this has. This should be displayed in reception via posters and via the Jayex board. <b>Jayne Hackleton to action.</b></p> <p>2. A member of the group commented on a letter she had received from the practice asking her to make a telephone consultation appointment regarding blood test results. She commented that it was good idea and asked whether this was a new service. Jayne Hackleton confirmed that this had been operating for some time; however, the option to attend the surgery was also available to patients.</p>
6.	<p><b>Recruiting New PPG Members</b></p> <p>1. Jayne Hackleton stated that the drive to recruit new members had been promoted on the surgery website and posters displayed in the surgery but it still remained difficult to attract new members. Existing members were asked to encourage and promote membership should they get the opportunity.</p> <p>Members of the group suggested targeting the younger population through 6<sup>th</sup> Form colleges or youth groups. Including membership details with prescriptions and via new patient registrations was also suggested in addition to holding forthcoming PPG meetings at different times of the day. <b>Jayne Hackleton to action.</b></p>
7.	<p><b>EPS (S Hanstock)</b></p> <p>1. The Electronic Prescription Service is a system where prescriptions are signed and sent to the patient's pharmacy of choice electronically. Jayne Hackleton advised that this service would hopefully be introduced by the practice in April 2015 and anticipated it would take approximately 6 months to establish. The PPG will be updated on progress at future meetings.</p>
8.	<p><b>Using our Pharmacist (CS)</b></p> <p>1. A member of the group asked if the practice would consider producing a glossy leaflet to provide general information and details of services offered. Potentially this could be sponsored by advertising local pharmacies. Jayne Hackleton commented that the practice already has a leaflet / booklet and due to the frequent number of amendments, i.e. staff changes; it would be uneconomical to produce a glossy version each time there is a change. The group agreed that the practice should continue to publish information and campaigns through the existing practice leaflet and via regular newsletters.</p>
9.	<p><b>Congestion on Approach to Surgery</b></p> <p>1. All members of the group agreed that vehicles parked on High Croft road during busy times are causing congestion and are hazardous to pedestrians.</p>

	<p>Cynthia Shaw agreed to seek advice from the Local Highway Authority and ask if they could look into the problem and consider prohibiting parking by installing double yellow lines. <b>Cynthia Shaw to action.</b></p> <p>2. Jayne Hackleton advised that the practice is to consider installing a new pedestrian entrance gate located adjacent Cohen's Chemist. This will be subject to available funding. Jayne Hackleton will update to the group at the next meeting. <b>Jayne Hackleton to action.</b></p> <p>3. A member of the group asked if the practice had been consulted on the redevelopment of Hoyland town centre. The practice has not been formally consulted but is aware that proposals had been published.</p>
10.	<p><b>Consider Walk-in Facility (CS)</b></p> <p>1. A member of the group asked if the practice would consider a GP walk-in facility between 5 and 8pm. Jayne Hackleton stated that practice resources could not facilitate a walk-in service at this time. The group discussed the difficulties in implementing walk-in facilities and agreed not to pursue this item.</p>
11	<p><b>AOB</b></p> <p>1. Online Access –From April 2015, and in accordance with NHS England requirements, the practice will offer patients the option of online access to their personal medical record summary information. Patients will have to register for this facility and it is in addition to the existing facility which currently allows patients to book GP appointments and request repeat prescriptions online.</p> <p>The group discussed the option of medical records and what the practice proposed to allow patients access to online. It was agreed that the following records were appropriate to access and view:</p> <ul style="list-style-type: none"> <li>• Medication</li> <li>• Test Results</li> <li>• Immunisations</li> <li>• Allergies</li> </ul> <p>Patients who would like online access will need to complete a registration form and agree to the terms and conditions of use. Proof of identity will be required in order to register. Proof of identity will also be required for patients who wish to access their medical record summary but are already registered for booking appointments and requesting repeat prescriptions.</p> <p>Information and details on how patients can register for online access will be promoted in the surgery and on the practice website.</p> <p>2. Future PPG meetings – Jayne Hackleton asked the group to nominate a chairperson and suggested the following dates:</p> <ul style="list-style-type: none"> <li>• Thursday 11 June, 2015, 5.30pm</li> <li>• Thursday 17 September, 2015, 10.30am</li> <li>• Tuesday 8 December, 2015, 2.00pm</li> </ul> <p>A member of the group suggested a rotating chairperson, although it was agreed this would not be compulsory. Cynthia Shaw is to chair the next meeting on 11 June, 2015.</p> <p>3. Barnsley Patient Council – Jayne Hackleton asked if any member of the PPG</p>

would like to represent the practice at the Barnsley Patient Council.

Barnsley Patient Council was established to act as an independent advisory panel. It is supported by, but independent of, NHS Barnsley CCG. It is made up of Barnsley residents who offer the views and expectations of members of the public and local communities served toward improving, delivering and maintaining health care services for people.

The Patient Council meets every month and members of the public are welcome to attend. Meetings are held at Barnsley College, Church Street, Barnsley, S70 2YW from 6.15pm - 8pm.

Minutes of the last meeting and agenda will be sent out to PPG members. Please let Jayne Hackleton know if you are interested in attending.

4. Attending Doctor at the next PPG meeting – A member of the group asked if a doctor could attend the next meeting to discuss statins. Jayne Hackleton will invite a doctor or nurse. **Jayne Hackleton to action.**
5. Practice withheld caller identity – A member of the group asked why the caller's name was not disclosed when a member of staff rang a patient from the practice. Concern was expressed that this could potentially lead to issues of distrust within households. Jayne Hackleton stated that in the past complaints were received when both the caller identity was disclosed and when it was withheld. The group debated the issues and it was agreed that non-disclosure of the caller and practice telephone number would remain.

**Date & time of next meeting:**

Thursday 11 June, 2015, at 5.30pm.