

KING CROSS PRACTICE – PATIENT PARTICIPATION GROUP (PPG)
Notes 25 May 2017

Patients in Attendance:

[REDACTED] [REDACTED] [REDACTED]

Practice Staff: Heather Simpson, Practice Manager

Apologies: [REDACTED]

NOTES FROM MARCH 2017 MEETING

The notes of the last meeting were reviewed and approved for accuracy, noting that [REDACTED] was in attendance and should be deleted from the apologies list.

CALDERDALE HEALTH FORUM

Given that a Forum had not taken place since the March meeting, there was no feedback to share.

Members agreed that the timeliness of sharing the minutes with attendees was not good, especially as communication improvements had been discussed at the previous meeting. The agenda for the 13 June meeting had been emailed that afternoon however Heather had not received a copy to ascertain whether the “Your Space” items the Group had put forward following the last meeting, were included. It was confirmed during the meeting that these weren’t on the agenda. Members were disappointed with this.

Representatives from the Group would be attending the June Forum and would feedback in July.

Future dates of the Forum were noted as 13 June 2017, 12 September, 12 December and 13 March 2018.

[REDACTED] highlighted a new meeting that had taken place linked to the hospital reconfiguration plans. During the consultations, travel arrangements had been a significant topic. A Transport and Travel Reference Group had held its inaugural meeting and a meeting for wider participation would be held in Brighouse. Future meetings may be held across the borough. Amongst other topics, the widening of the A629 by 2020 would be discussed.

“YOUR SPACE” (HEALTH FORUM AGENDA ITEMS IDEAS)

As previously discussed the following 3 items were put forwards to be on the agenda of the June Health Forum

- Friends & Family Test – are the results regularly shared with PPGs and how is the information used?
- 7 Day Working – Thoughts, need and practicalities
- Mental Health Event – This was run in October by our PPG and the positive feedback shared with practices as part of the Commissioner Engagement Scheme Presentations by Group 3 in March. Do PPGs know about it and do they want to run their own?

Given these were not stated on the agenda, the Group felt that no more items should be suggested until after the June meeting.

ACCESS

Heather shared the Practice’s Access policy and explained the purpose behind it. Members read the policy and discussed its contents together with this rationale. Members were aware of the current opening hours and did not have an issue with them but agreed with the move to clearly communicate these with patients on the practice website, practice leaflet and on NHS Choices.

With regard to the standard of offering 70 appointments per 1,000 patients, per week, they were not surprised to learn that the practice offered over 83 appointments per 1,000 per week as they felt access was good. They agreed that regular monitoring of this should be in place and, if necessary, a quality improvement plan be established.

Heather explained the planned new phone mapping system which would include Dr Chaudhry's voice. Patients would be directed to self-help options as part of this and members felt that the indemnity company should be informed.

ACTION: Heather to look into with indemnity provider.

Discussions concluded with all Members being happy and approving the practice plans regarding access.

ENGAGEMENT WITH PATIENTS AGED 16-24 Events in 2017

A meeting had not yet been held between Heather [REDACTED] and [REDACTED] to take this forward.

CHARITY FUNDRAISING

The practice was holding a Bake Sale on Friday 26 May 2017 to raise money for Overgate Hospice as Emily and Nurse Kathryn were doing a parachute jump for the charity on 3rd June. 2 members volunteered to help on the stall and [REDACTED] kindly offered to bake.

POST MEETING NOTE: We raised £197 on the day taking their total above the £1,000 target. A huge "thank you" to everyone who donated and contributed!

FRIENDS & FAMILY TEST RESPONSES (March - April 2017)

Heather shared the statistics for the 2 months which confirmed that 93.5% of patients would recommend the surgery to their friends or family. Verbatim comments were also reviewed. Members mirrored these positive results with their own experiences.

PATIENT SURVEY 2016

The results of the 2016 patient survey had been analysed. Members felt that the survey had been complicated to complete which may have made patient reluctant to complete. Despite this, the practice had gathered useful feedback about what was important to patients balanced against how well the practice was perceived in delivering services.

In summary, patients were split 50:50 about the effectiveness of accessing appointments and a clinician on the telephone. The practice should also look to promote online and SMS services to reach more patients.

It was agreed that the PPG would devise the next patient survey so this would be added to the next agenda.

STAFFING UPDATES

The practice had welcomed Dr David Hankin-Rendle into the practice team from 9 May 2017. He would be holding clinics on Mondays, Tuesday and Thursdays with Dr Rebecca Hardy covering Wednesdays and Fridays.

ANY OTHER BUSINESS

[REDACTED] posed a question of whether GPs were being asked to ration referrals and in so doing, delay patient treatment. Heather confirmed that this was not the case as consultants at the hospital should only operate on patients when necessary.

DATE AND TIME OF NEXT MEETING

The next meeting would be held on Thursday 20 July 2017 at 6.30pm