

Present: Dr A Cameron, Dr Z Majid, Pam Fortune, Angie Dickinson,(Practice Manager) P C (patient), E C (Patient)

Apologies: JB (patient)

## MINUTES

### 1. Review of Last Meeting (18/11/2014)

- Minutes circulated.
- Dementia Friendly Checklist – to discuss
- Young Media Gurus – AC not actioned, discussed AD to take on as part of re-launch of PPG
- Online appointment booking – PF to feedback
- Friends and Family Tests – PF fed back that the majority have been good, and a sample are available to view on the Kirklees website.

### 2. Introductions / Practice Staff Changes

PF introduced two new members of the team to the group:

- Dr Z Majid – GP Partner
- Angie Dickinson – Practice Manager

PF is planning to retire at the end of March and is currently handing over to AD.

Dr Pannu leaves the practice at the end of April, an advert to recruit a salaried GP for 2-4 sessions per week has been publicised.

### 3. Feedback

Dementia Friendly Physical Environments Checklist

- PC and EC have completed the checklist and advised the following issues/amendments to the practice:
  - Lack of signage around the building is an issue, particularly from the entrance by the car park both externally and internally
  - No signage by the lifts, difficult to see any signage on the first floor when exiting the lifts and none inside the lift
  - GP names/room usage at either side of the reception desk need to be clearer and not laminated as the light reflects making them more difficult to see
  - Signage on the main door into the practice is good, but can't be seen once the door is propped open

*Action:* Practice to make suggested improvements where possible.

Online Appointments

- PF has run report on number of appointments booked via SystemOnline
- Good increase in January – up 62%
- Numbers still very low,
- PF going to add blood test appointments

- Limited to the amount of info we can publish regarding appointments – need to liaise with TPP
- AC suggested amending Dr First appointments to start at 8am so patients aren't expecting a ring back at 6.30am
- PF to look at analysis of prescriptions ordered online

#### DNAs for Nurses

- High rates, could be due to being able to book appointments 3 months in advance despite text reminders. AD to look at going back to pre-bookable appointments 1 month in advance, read code recalls and send texts each month to those due appointments.

#### Online Access to Patient Records

- AC noted that patients will have access to their own record online from April 2015. This will, however, be controlled by the practice as to the amount of information the patient can see i.e. allergies, medications, significant events, or full record.

#### 4. Any Other Business

Staffing - a new Nurse Practitioner, Judith, starts on 1<sup>st</sup> April working 3 days (Wednesday to Friday). Val is dropping one session and will work 3 days Monday to Wednesday.

PC recently attended an MYHT Transport meeting at PGH, feedback:

- PGH are encouraging patients to find their own way home after appointments/A&E attendance instead of Patient Transport
- A new bus service 444 is expected to be introduced which will run through the whole grounds of PGH, but work to the road systems is required first
- North Kirklees are installing a charging point for mobility scooters
- New cash machine installed at PGH 6<sup>th</sup> February
- Zebra crossings have been identified as being in unsafe locations and will be relocated

#### Re-launch of PPG

- Consider moving time of meeting to afternoons (however this may discourage working people to attend) – AD to conduct survey as to best time to hold meetings
- AD to contact Heckmondwike Grammar School with a view to recruiting members / Media Gurus
- Consider attendance from GPs bi-annually instead of bi-monthly

**Date of Next Meeting: Tuesday 17<sup>th</sup> March 2015, 6.45pm**