

Present: AD, PC, MM, EC, SJ
Apologies:

MINUTES

1. Review of Last Meeting (26.05.15)

Minutes were agreed

2. Heckmondwike Grammar School Update

We have had no response back from HGS, which is disappointing. The new registrar may have some contacts as daughter at the school, so AD will ask.

3. Flu Campaign

Two Saturday morning clinics are planned for 3rd and 10th October. It was agreed that members of the PPG would be happy to host a coffee morning, raising funds for Kirkwood Hospice and Kenmore nursing home. To make plans at next meeting.

4. DNAs

Dr Johnston joined the meeting to discuss the problems the practice has had recently with patients not attending appointments. The practice has enforced a new policy whereby patients are contacted in writing if they miss an appointment. On the third occasion they will then be discussed by the partners and a decision made whether or not to remove them from our list. DNAs are becoming a huge strain on resources and we need to protect the appointments for patients who do always attend. The group agreed the process.

5. Planned Recruitment/Staffing Changes

The new GP registrar starts today. Recruitment of a new part-time practice nurse has been successful (Julie Broadbent) and she will start with us in September. She will also see some minor illness patients. There is also an opportunity for the practice to employ a pharmacist who will train to become an Advanced Care Practitioner (new name for nurse practitioner) which will be fully funded and supported by Health Education Yorkshire and Humber.

6. Update on Telephone system

We are planning to make changes to the telephone system to make it easier for patients to speak to the right person straight away. The new system will have options for appointments, prescriptions and referrals.

7. Care Closer to Home

There is no real news on this as yet, we are still awaiting a decision by the CCG.

8. Any Other Business

Feedback from the CCG Patient Reference Group, 23rd June:

- 7 day access was discussed
- The Walk in Centre at Dewsbury Hospital was discuss with a view to going 24hrs
- Carers forum for patients with mental health problems to come to North Kirklees. Already running in South Kirklees.

Feedback from the Mid-Yorkshire Hospitals transport meeting:

- New parking charges being introduced including first 20 minutes parking free
- Blue badge holders to pay up to £2.80
- Crossing points at Pinderfields will be changed as they are currently unsafe
- Results of Friends and Family test have included 25 comments regarding parking, 8 comments regarding disabled parking and 21 comments regarding signage at Pinderfields

Date of Next Meeting: Wednesday 16th September, 6pm