

Ackworth Patient Participation Group

Minutes of the meeting held at 1.30 pm on Thursday 28th January 2016 at College Lane Surgery, Ackworth.

Present:

Paul Bartham, Kay Fish, Adrian Mosby, Morris Barrows, John Whelpton (Vice Chair), Carol Dorking , Andree Evans. Kate Kitchell-Bowden, Barbara Cook and Kirsty Farrar (Assistant Practice Manager).

Apologies:

Sandy Gillan, Claire Broome (Practice Manager)

Chairman: Stuart Ensor (SE)

Secretary: Lawrence Doyle (LD)

Stuart opened the meeting by welcoming everyone. He reminded everyone that we had agreed at the last meeting that the Practice Update would be the first item on the agenda. He informed everyone that Claire was unable to attend today's meeting and that the Practice Update would be presented by Kirsty.

Practice Update:

The full Practice Update Presentation is on the Practice website in the Patient Participation Group section, the main points of the presentation are as follows;

Two new doctors have joined the practice, Dr. Sean Howells, a Foundation Doctor Year 2, joined in December 2015. Dr Chris Kendall, Registrar, will join in February 2016

12% of patients registered with the Practice are using on line services.

2380 Flu vaccinations have been administered to date. There are limited numbers left for those eligible.

Invitations have been sent to those patients who qualify for Shingles vaccination.

(2)

The Practice is currently recruiting the following staff;

Apprentice Medical Receptionist

Apprentice Health Care Assistant

Newly Qualified Practice Nurse

Practice Nurse

Current Student Placements at the Practice are 1st 2nd and 4th year Medical Students and Nursing Students.

The Practice team are to attempt the Three Peaks Challenge in June. Currently seeking sponsorship, all proceeds will go to Macmillan Cancer Care.

An audit of patients with coeliac disease was recently conducted by the Practice. Those patients identified will be contacted and offered an Annual Review which will include education, vaccination awareness, nutritional advice, blood tests, preventing long term problems.

Following her presentation Kirsty confirmed the following;

Shingles Guidance is on line on the website

Practice supports Macmillan year on year, not against supporting other organisations – who should put forward a request.

There is no objection to the William Merrick organisation advertising their services at the Practice, Paul to discuss with Kirsty outside the meeting.

T V screen in the waiting room is available for PPG use, liaise with Kirsty.

Our Practice is in Network 2 within the Group of Practices.

Currently no public wifi system in the Practice. The Practice is on the N H S system which is fully protected.

Kirsty acknowledged that the number of patients (12%) using the on line system was low, however there is no detail on how many patients have facility to use it, also not many people like to internet also possibility that patients are unaware of the facility.

(3)

Continuing queries on telephone appointments. Kirsty confirmed that there has been an increase in the number of appointments being made available, both morning and afternoon. Also the reception team are part of a continual training and improvement initiative.

The Practice are working hard to reduce energy usage and have been successful over the last year or so. They continue to look for efficiencies, monitor usage and will be in a position to publish their usage on a regular basis in the near future.

The next meeting is to be an open meeting, venue not determined at the moment but is likely to be All Saints Church. The Practice will assist with publicising the meeting in whatever way they can.

Minutes:

Minute of the meeting held 26.11.15 were approved as a true record of the meeting and duly signed by the Chairman.

Matters Arising:

Appointments are working well, also services provided by the Practice are also acknowledged as being good. The Practice needs to be informed of this.

Newsletter:

A small group is to be established to work on the newsletter. Kate is to head up the group with Andree and the secretary assisting.

It was agreed that we should seek to publish four newsletters each year and that we need to set deadlines in advance.

Content for the first issue was agreed, this will include;

- Chairman's statement
- Practice section
- Information piece detailing on line appointments

We will adopt the template previously used by the Practice.

Roger said that he had experience of producing a similar document and that when they so they adopted the use of bright colours which attracted interest. The group responsible will use this information when designing the newsletter, also, we need an identity, not just for the newsletter but for the PPG.

(4)

Distribution channels were discussed which included;

- Copies available in the Surgery
- Copy on line on the Surgery website
- Could we use the Ackworth Arrow?

Survey:

Carol will have overall responsibility for the survey. She will be assisted by a small group of members.

The secretary is to arrange a meeting with the Chair of Middlestown PPG as she has valuable experience of conducting surveys.

Ideas for the survey;

- Awareness of PPG
- Practice Services accessed
- What should the Practice offer

Any other business:

Paul presented some information on the William Merritt Disability Living Centre and Mobility Service. Somewhere where people can get independent advice and assessment on equipment and practical aspects of daily living for disabled people of all ages. Paul will ensure that leaflets are available at the public meeting.

Public meeting, we need to have a short meeting before the public meeting. Also we need to agree the agenda and identify where we will advertise the meeting.

Agenda to include a short presentation on:

Who we are; Achievements to date; Aims and intensions.

There being no further business Stuart thanked everyone for attending and contributing to a very good meeting.

Chairman..... Date.....