

## Ackworth Patient Participation Group

Minutes of the meeting held at 1.30 pm on Thursday 26<sup>th</sup> November 2015 at College Lane Surgery, Ackworth.

### **Present:**

Kay Fish, Adrian Mosby, Morris Barrows, John Whelpton (Vice Chair), Sandy Gillan, Carol Dorking (CD), Andree Evans (AE), Claire Broome (CB) (Practice Manager), Dr. Jonathan Eastwood (GP Partner), Kate Kitchell-Bowden (KK-B), Susan Gairns and Barbara Cook.

### **Apologies:**

Terry Knight, Paul Bartham, Roger Whitworth

**Chairman:** Stuart Ensor (SE)

**Secretary:** Lawrence Doyle (LD)

The Chairman opened the meeting and thanked everyone for giving up their time to attend. It was agreed that Agenda Item 5, Practice Update be forward, therefore, at this point Stuart welcomed Dr Jonathan Eastwood and Mrs. Claire Broome who would present the Practice Update.

### **Practice Update:**

Claire thanked everyone for attending and outlined what she and Dr Eastwood would be presenting.

A copy of the presentation is on the website, however the salient points covered in the update are as follows;

- Some new staff have arrived at the Practice and some staff have moved on to new positions outside. Nicola Green, Health Care Assistant and Melanie Glover, Practice Nurse have taken new posts outside the Practice. Hanna Hunter and Kirsty Ward, Health Care Assistants are new to the Practice as is Tara Kennedy, Apprentice Administrator.
- Up to the present time some 2292 flu vaccinations have been carried out by the Practice, limited number left for those who are eligible.
- Shingles Vaccinations are to commence in January 2016.
- Appointment reminders are sent on the day they are booked and, if mobile is registered, by text on the day of the appointment.

(2)

Dr Eastwood outlined the measures in place to deal with Winter Pressures for Healthcare between December 2015 and March 2016.

- A bid is with Clinical Commissioning Group for practices in Ackworth, Hemsworth, South Elmsall and South Kirkby to assist the 111 urgent care service. Patients would be referred to an outreach clinic in Hemsworth which would be manned for 12 hours on Saturday only.
- However there are issues around funding and IT. If these issues are not resolved an option may be to use Pontefract Hospital which might not be too bad for Ackworth patients but not so good for other patients in the Hemsworth, South Elmsall and South Kirkby areas.
- Seven day working. A number of local and national schemes are being discussed but do not involve College Lane Surgery at the moment. There is low demand for Sunday and limited demand for Saturday after hours.

Claire informed us of a new state of the art housing development of 67 self-contained apartments. The development is called Frickley Mews and it is situated in Colliers Place off Westfield Lane, South Elmsall. The development is for people over the age of 50 who have an assessed need for care and support by Wakefield Council.

In answer to the question raised at our last meeting regarding out of hours calls the following statistics were produced. They refer to the period April – September 2015 and relate to patients registered with College Lane Surgery;

- 111 Urgent care contacts 326 (3.5%)
- A&E visits 1174 (12.8%)
- Hospital admissions 353 (3.8%)
- Practice has 9145 registered patients.

It was agreed that we would not publish the names of those who attended the last meeting on the minutes that are placed on the practice website. However, those who are in attendance at today's meeting confirmed that they are happy for their names to be published on these minutes.

The Vanguard Scheme was discussed and Claire undertook to get someone to talk to the group about it at our next meeting. **Action - CB**

(3)

Future meeting dates were agreed, these are;

Thursday 28<sup>th</sup> January 2016

Thursday 7<sup>th</sup> April 2016

Thursday 26<sup>th</sup> May 2016

Thursday 28<sup>th</sup> July 2016

Meeting times are to be agreed.

At this point Dr Eastwood and Claire left the meeting.

**Minutes of the previous meeting:**

Minutes of the meeting held on 24<sup>th</sup> September were accepted as a record of the meeting.

**Matters arising:**

The matter relating to telephone appointments has not been resolved and is still a matter of concern. Some people are offered an alternative date and time others are told to ring back. No one had a clear understanding of the practice policy, how many lines there are and how many staff are handling the calls.

It was agreed that we ask Claire (if she is available) to come back to the meeting to provide us with details on the above.

Phone lines become active at 8am. There are 4 lines and 4 members of staff dealing with calls. Recently an additional line has been installed for admin, thus freeing up other lines.

On line appointments not taken are included within bookable appointments on the day. Due to demand there are no pre-bookable appointments on a Monday. Something like 1/3 of appointments are pre-bookable 2/3 are not. Doctor's requests for patients to have a follow up appointment take priority.

Staff are trained to offer an alternative appointment if all are booked on the day of the call, if this is not happening then further training is required.

In answer to a suggestion regarding calls being triaged by someone with experience Claire said that this may be a possibility in the distant future. However we do have associate care workers who are training to be Physicians Associates here every Friday, perhaps they might be used to do something similar.

(4)

It was felt by everyone that the service we get at College Lane Surgery is better than that provided by many other surgeries.

Chairman thanked Claire for returning to answer questions.

### **Constitution**

At this point the Constitution was discussed and finally agreed.

### **Newsletter**

It was agreed that we will produce a newsletter and we move towards getting it up and running. Kate volunteered to take on the task of getting it started and Andree volunteered to assist with editing. LD to organise meeting. **Action KK-B, AE & LD**

We also agreed to carry out a patient survey (important to take into consideration practice/patient demographic). Carol volunteered to organise the survey, Andree volunteered to assist.

LD is to contact the lady from a group who had completed a number of surveys, for advice and guidance. **Action CD, AE & LD**

### **CCG Report:**

No meeting.

Sandy brought it to our attention that after eye treatment it may not be your own surgery contacted to carry out follow up visits. It appears that a Knottingley practice is being selected for this purpose.

He also reported that the Macmillan Information and Support Centre at Pinderfields, which we discussed at our last meeting, had been visited by 268 people (contact LD if you require a scanned copy of the detailed graphs supplied by Sandy).

Macmillan are seeking volunteers to cover the Information and Support Centre when their staff are not available.

It is rumoured that some practices are looking to form a federation, there is no confirmation of this at the moment.

(5)

**Any other business:**

A number of people had been contacted by a company called Pharmacy2U, this company is not linked to our local pharmacy.

The TV screen in the waiting room is a possible method of delivering information from the Group to all patients who visit the surgery. LD to speak to CB to determine whether we can have some input, if so how. **Action LD**

The Secretary is to continue to circulate information similar to that received from Wakefield Healthwatch.

There being no further business the Chairman thanked everyone for their contribution to a very interesting meeting. He then closed the meeting.

Date and time of next meeting: Thursday 28<sup>th</sup> January 2016 at 1.30pm.