**PATIENT PARTICIPATION GROUP MEETING**

**20TH JUNE – PARK ROAD 6PM**

**PRESENT: I TAYLOR E HOWARD N HALSTEAD**

**C DIMALINE A BAXTER P WHITE**

**E HOWARD**

**APOLOGIES: C HOLDSWORTH D WATSON F PURDIE M D BR**

**Introductions.**

IT confirmed everyone was happy with previous minutes before commencing with the meeting. PW suggested perhaps a little more detail would be useful.

**. Parklands Access Plan -**– Copy given to all attendees with some points discussed in finer detail and their relation to general practice forward view key areas. AB to sign off on behalf of patient group.

PW did make a suggestion regarding a couple of statements on the Access Plan document. Pages 6/7 regarding running late times of GPs could possibly be re worded to avoid misinterpretation. IT in agreement.

**. Active Signposting –** IT explained the care navigation process and the impact this should have on GP appointment times. The progress made in Wakefield is proving to be very positive and hopefully this will be the case for our surgery. PW thoughts are that if the patients have confidence in it then it can only get better.

**. New E Consultation –** IT gave a brief outline of the process. E-Mails will be quite lengthy for patients to follow and then with the amount/type of information input they will be re directed to either a GP appointment or telephone consultation if needed. The hope is that this will free up some of the day appointments/queues. PW did ask about language barriers and IT in agreement that it will be possibly more beneficial to the BL environment/patients however it is something to trial and possibly manage with various translation services perhaps.

At this point PW did ask how patients react to the GP call back system and the fact that no specific times are given. IT explained it is difficult to appoint a time due to the fact that these calls are made between GP surgeries.

**. Process re mail direction.** IT explained re staff training on Document Management.

**. Partnership Network.** IT gave a brief explanation regarding the five surgeries network comprising of The Ridge, Horton Park, Horton Bank Top and Queensbury/Wibsey. He gave a little insight to the services offered and suggested perhaps inviting Dr H S Cochin to the next meeting to give an more in-depth explanation.

**. Social Prescribing.** IT gave a little insight as to how utilising this service will improve patient care.

**PREMISES UPDATE**

IT gave progress report including plans for furniture, access, and the possibility of a medical student Area. He also gave a little run down on the telephone/computer systems and likelihood of future improvements i.e. recording calls/messages. There is also to be plumbed in drinking water in both Surgeries. Timescale wise, we are hoping to be holding the next PPG at BL.

AB did query the disability access at present and IT explained this was previously addressed by SMS messages to patients and also notices sent out on the back of prescriptions to offer appointments at PR as a temporary measure.

**FEDERATION**

IT gave a brief description of the role of the external data protection officer Rachel who offers an advisory service with a data quality background. DPO role may move to include CCG and Airedale/Wharfedale practices.

**STAFF UPDATE**

IT is happy to say that at present we are now fully staffed. He mentioned the new arrival of Dr M M Ahmed who does two days in surgery. He mentioned Dr Raj and her role taking over Dermatology Special Interest GP and also the HCA training which is leading to more clinics being offered. He also mentioned that Dr Khan is still on maternity leave.

**A.O.B**

AB asked the question regarding the CCG becoming one for all areas. IT said it looks as though three will become one. AB did say she was to attend a meeting next week.

PW asked that it be acknowledged the pressures the BL Receptionists are under at the moment in particular with the call board being out of action and building work. Their hard work is appreciated.

AB offered her apologies in advance for the next meeting**.**

NEXT MEETING 19TH SEPTEMBER AT BUTTERSHAW LANE (tbc)