Parklands Medical Practice

Patient Participation Group meeting

07/04/14

6pm Park Road Surgery

**Apologies received from**: JD, RH, MB, MK, JA

**Present at the meeting**: IT, FP,AB, GF, JL, DW, CH, ABM, HS, PW, CD, JD, OA.

**Practice Development Plan**

FP outlined the development plan for the coming year, she explained several targets were quite challenging and due to this a few targets weren’t completed last year. They have been added to this year’s plan. One target that was achieved was recording Mobile telephone numbers for over 16 patients. The number has increased from 40% of the list to 61%. This will allow the practice to commence texting routine test results etc.

JG (not present) had suggested we consider an article in the T&A regarding eating disorders. GPs in Bradford cannot refer directly to service, needs referral via psychiatry. IT discussed possible GP training around this. HS shared her personal experience of eating disorders. ***Action Point*** – IT to arrange PLT session with Dr from Eating disorders Unit if possible.

AB questioned nurse extras this was on from last year. Nurse extras are patients who need urgent action who are added to an already full nurse clinic. The practice will be working towards ensuring that all nurse work is carried out by the appropriate level of nurse.

DNA appointments were discussed, IT explained patients can be removed after 3 consecutive DNAs, he explained this was improving as 5 years ago 18 patients were removed compared to 7 last year.

Patient group happy to move forward with the Practice Development Plan (see attached plan).

**Patient Experience Network Meeting feedback**

AB attended the last cluster meeting with JG & MB who were not at the PPG meeting to help with feedback. One of the points raised was regarding pharmacist services changing tablets for cheaper alternatives, access problems to Chemists & GP premises was discussed. Some members were saying they were not encouraged to have a PPG. MB shared issues around access & hearing disability. The next Cluster meeting has been cancelled as there were not enough people attending.

AB also fed back on The District Governing Body public meeting she attended on 11.2.14 they discussed child Diabetes, stroke treatment, patient feedback and specialist waiting times for out of Bradford area referrals.

**New GP Contract**

FP discussed over 75s contract. All over 75 year olds must now have a named GP and have some form of quarterly review. Boundaries – Patients are now able to register outside of their residential locality. Their new practice would not have the responsibility to visit at home.

**PPG DES Action Plan**

PPG DES no longer needs a survey, they do need patient feedback, this will involve an action plan to cover 3 areas

1. ***Hard to reach patients patients*** who are non English speaking to be encouraged to use the website, translation service available. Also to target patients with disabilities and carers.
2. ***Feedback*** - we have received feedback from patients highlighting reception staff may need customer care training, this has started and an improvement has been noted. Further training is planned.
3. ***Patient experience at Buttershaw Lane*** - plan given out & some discussion around changing waiting area & reception office around. This should more than double the seating area for patients.

IT discussed meeting with a patient complaining about the lack of appointments the meeting ended on a positive note with the patient offering suggestions of how to stop patients taking appointments for coughs & colds, IT had discussed this with GPs and it was agreed to trial putting a notice on the call board for patients to read while in the waiting area.

Next meeting : Monday 7th July 2014 at Buttershaw Lane.