**Grange Reviewers Meeting**

**Tuesday 9th December 2014**

**Minutes**

**Attendees**

Fran, Jo, Nicola, Dr Anderson, Martin, Terry, Margaret, Pat, Dave, Christine, Ann, Noelle and Adrian.

**Apologies**

Chris, Winifred, Cath, Brian and Mike.

1. **Actions from previous meeting**

Brian had mentioned that he can only view the last 12 months of his records online: Jo explained that this had been rectified.

To look at sending text messages when travel forms have been looked at: Jo explained that changes are being made to the text messages so we don’t want to put something in place to then have to revoke it. Fran is reviewing the policy for travel vaccinations and we are now telling patients that they need to give at least 8 week’s notice otherwise they will need to be seen at a travel clinic. Phlebotomy service and changing pharmacies have been responded to by e-mail.

We now have some new signs in the waiting room which have been laminated and Fran thanked the group for bringing it to our attention.

The chair in the waiting has now been taped up and Fran is looking into getting the chairs in the waiting room replaced.

Martin offered to produce something to go on the website regarding the new appointment system but Fran explained that she had something drafted for Martin to have a look at.

To look at making telephone consultation appointments available to book online: Jo explained that there were some concerns regarding having the correct telephone number for patients and whether they would be used correctly so it is going to go to the GP’s for discussion. **Action – to take to the GP’s for discussion.**

1. **Website review**

Fran and Martin recently went to a GHCCG Patient Reference Group meeting and the subject was surgery websites. Martin has reviewed approximately 39 surgery websites. Fran feels that that our surgery website is disorganized and has been planning to review it for a while. We have a temporary staff member who is going to review the website and Fran would like the patient group’s opinion on it. Noelle offered to come in and help to test drive the website.

We have also added a community page on the website which will hopefully help to signpost the patients to suitable local organisations. A comment was made regarding patients who do not have access to a computer so we will put a notice up in reception. **Action – Nicola to do this.**

1. **Care closer to home patient participation group**

Catherine Reilly came in to talk to the group and get some experiences and opinion from them; she works for the Calderdale and Huddersfield Foundation Trust. Catherine explained that care services in Kirklees are currently commissioned and delivered in a very fragmented way. Greater Huddersfield Clinical Commissioning Group believe that the delivery of effective services need to be properly joined up including health, social care, voluntary service and third sector organisations. They are developing a service model with the GP’s in the area and will then put in a tender at the end of January 2015. It is a 5 year contract with the option to make it 7 years.

Catherine explained that the aim of her visit was to get the patient groups views, experiences and feelings based on their own experiences of care co-ordination.

A discussion followed and members of the group gave Catherine their opinions and experiences.

1. **Friends and Family Test**

The government has introduced the friends and family test and it is a survey which asks patients if they would recommend the surgery to friends and family. The survey is available to complete on the website. The doctors and nurses are also asking patients if they would like to complete one when they are seen and they are available in the reception. There is a comments box for patients to feedback their views which we will find most useful when analysing the results.

At the moment we just have to report each month that patients have done the friends and family test but it may be in future that we have to get 20% of patients completing the survey. **Action – Nicola to bring results to next meeting.**

1. **Chatterbox café**

The is running as a pop-up format at Huddersfield University and the café will support mental well-being by providing a space for people to go and chat about their recovery to like-minded people as well as raising awareness to the general public about mental health problems and the stigma that surrounds it. It opened on Thursday 11th December from 9am to 4pm.

1. **AOB**

Martin mentioned the national survey that had been published which highlighted 2 risks for the practice and he asked what are going to do about it? Dr Anderson said that the CQC has now withdrawn the results from being public.

Fran explained that every surgery will have a visit from CQC by April 2016; the practice has not had its inspection yet. One of the risk areas highlighted was unplanned admissions and Fran explained that the practice has done a lot of work on this over the last 6 months so we can show that to them when they visit.

Patient reference group network

Martin attended a meeting last week and this is where patients, practice managers and members of the CCG all get together.

Martin explained at the practices are starting to do Saturday surgeries, practices across Huddersfield have formed 10 hubs to provide appointments on a Saturday for urgent care but this does not provide care for patients who work full time and get to the surgery during the week. The Grange Group Practice is one of the hubs and it is 111 who will book the appointments.

Dr Anderson explained that we used to do extended hours and the patients that booked into these appointments were not necessarily the ones who worked. Dr Anderson explained that a lot of the GP’s have young families so we will not be looking at extended hours at the moment but it may happen in the future.

Martin explained that there was a pre-meeting consultation for ‘our street’, this is in use in Wakefield and it has had a luke warm response.

Two members of the patient reference group network also take part in the Patient Participation and Engagement steering group and Martin explained that the patient’s voice is being heard and changes being made.

Staff changes

Fran explained that Linda Greenan, our lead nurse is leaving tomorrow and her role has been divided out to other members of staff.

We had a new practice nurse who started yesterday called Yana.

We have a locum practice nurse called Judith, for the next 3 months.

In the admin team we have Mariam who has now been taken on permanently on a full time basis. She has been working for us on a temporary basis during the last 18 months. Janet is working 2 days a week on a temporary basis on CQC, website review and QOF (Quality and Outcomes Framework).

**Date of next meeting – Tuesday 3rd March 2015 at 5.30pm**