**Patient group meeting**

**27th September 2016**

**Attendees**

* Fran
* Nicola
* Winifred
* David
* Mary
* Adrian
* Julia

**Apologies**

* Martin
* Patricia
* Douglas
* Cath
* Dav

**Actions from previous minutes**

All the actions from the previous minutes are completed, with the exception of the website.

Updates to the website are still ongoing; Dav and Nicola are working through the list of recommended amendments from Noelle. A search function has now been added. The staffing order has been re-organised into alphabetical order and the Mr and Mrs removed. A message has been sent to all the clinicians asking for up to date information about their skills and specialities. As soon as we have this information the website will be updated.

A suggestion for a new topic was online access.

**Community Forum**

The surgery has joined with North Huddersfield Trust School to work on projects within the area. The plan for this school year is a diabetes awareness programme. They will work with the different year groups within the school to try and educate the pupils and their families about what diabetes is. The plan for the future is to use this model for other topics and then roll it out to other areas within Huddersfield.

**Over the counter medication campaign**

This is an initiative that the medicines management team within the CCG are promoting. The aim of the campaign is to try and avoid the stock piling of medication, stop patients over ordering prescriptions and to reduce wastage. Greater Huddersfield and North Kirklees CCGs spend around £1.3 million each year on medicines which are readily available over the counter. Small packs of common medicines issued by prescription cost the NHS up to four times more than the over the counter price due to all the administration.

Karen Tempest, a pharmacy technician, from the pharmacy team gave an overview of the pharmacy team’s role within the practice. They deal with many of the medicine and prescription related issues within the practice. When the surgery receives discharge letters and clinic letters, the pharmacy team look at the changes and make any necessary amendments. They also deal with general enquires regarding medication from patients and chemists.

**Stock piling of medication and how to tackle this**

When patients request acute medication the pharmacy team will look and see if they are ordering too early or if it’s something that they really need in order to try and tackle this problem.

There is going to be a big campaign next year for online access. The surgery only has 16% of our patients signed up for this so we are still quite low. During this year’s flu clinics we are try to promote online access. A discussion followed regarding the number of appointments that are available online and that we do not inform our patients of what we are doing etc. A suggestion was that we need to make patients more aware of the Saturday openings throughout the Winter and promote this more.

**Action – to have a look what appointments are available online and to see if more can be available during the lunchtime period for patients who do not work.**

**Action - ongoing work to promote online access.**

**Action – inform patients more about what we are doing, especially the Saturday openings during the winter months and how to promote it.**

**Staff updates and recruitment**

IN

GP Registrars - Dr Beaumont (3rd year) and Dr Dabhad (1st year) both are here for 6 months.

Amanda Beaumont, nurse practitioner, she started last week and she is working 3 days a week.

Kelly-Anne and Natasha, receptionists, joined us in June. Kelly is an experienced receptionist.

Charlotte and Shahida, receptionists, started in August.

OUT

Penny Lucker, nurse, left us in July. We have recruited a new nurse who will join us soon and is trained in diabetes.

Tracy Burton, operations manager, has gone to be a practice manager in Bradford. Nicola and Ruth have taken on more responsibilities.

Ashley, he was temporary and has now moved on.

We are still short of a GP.

**AOB**

A discussion followed regarding a television programme on BBC regarding prescribing and how medication can start to be not affective when taken for long periods of time. A suggestion was to refer patient to walking groups to try and get them more active, in order to promote better health. Fran suggested the community forum may have some groups like this already set up.

**Action - Fran will find out what is available and look at promoting these.**

**Action – to take the suggestion of a walking group to the next internal clinical governance meeting for discussion.**

A suggestion from the last internal commissioning group was to put the complements that we received on the website and to ask the patient group what they think. A discuss followed and the general consensus from the group was that this was a good idea.

**Date of next meeting**

10th January 2016 at 5pm.