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| PATIENT MEETING |
| Minutes | 3rd july 2019 | 1.00pm | lONGROYDE sURGERY |
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| **Attendees** | Dr J Grant - GPDr J Preston – GPJoanne Kellett - Practice ManagerPatient representatives - SM, JA, CHApologies: PR, SR, TK, GF, NF |

The Practice Manager opened the meeting by welcoming everyone. The minutes from the last meeting were reviewed.

* Once again the results from the Friends and Family Test are very positive. Last month we received one negative result where the patient would not recommend the surgery as the radio is too loud. We do monitor the volume of the radio but sometimes children mess with it and turn it up even though it is tucked under the table.
* Results from January – June 2019 below

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| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely likely** | **Likely** | **Neither likely/unlikely** | **Unlikely** | **Extremely unlikely** | **Unknown** |
| **TOTAL** | **51** | **8** | **3** | **1** | **0** | **0** |

* As noted in the last meeting’s minutes, the practice employed a locum GP to cover the winter pressure on a Tuesday afternoon until April 2019. Due to increased demand for appointments, we have continued to employ Dr Hanif for Tuesday afternoon surgery and have also employed Dr Khan for Friday afternoon on an ongoing basis. In the last 12 months, the practice has seen 4000 more appointments in the year compared to 4 years ago. We are still trying to recruit another permanent GP and an advert will be going out shortly. Space is limited at the practice as we only have 2 consulting rooms so this limits the number of appointments we can offer.
* The Improved Access Hub – out of hours appointment scheme continues to be successful. The Hub moved from Southowram Surgery to Rastrick Health Centre in April 2019 making it more accessible for our patients. Since the move to Rastrick HC we have seen an increase in usage (see figures below). The weekend appointment Hub is still located at Spring Hall Surgery, Halifax.

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| --- | --- | --- | --- | --- |
|  | **GP** | **Blood tests** | **Practice Nurse** | **Nurse Practitioner** |
| **April – June 2019** | **48** | **100** | **6** | **1** |

SM reported that she used this service when she needed staples removing. She also advised that she was not given a staple remover by the hospital to take to the appointment which they should have issued.

**Proposed new housing in the locality**

The practice and other surgeries in the locality have had meetings with the council and Calderdale CCG but have nothing further to report. Provision of healthcare does not seem to be high on the priority list!

**Boundary change**

The practice carried out an 8 week engagement process to collect the views of stakeholders and patients and a full report was submitted to Calderdale CCG. The survey feedback was positive although concerns were raised from patients living in the affected areas who believed they would be asked to leave the practice. This is not the case; it will just be new patients moving into the affected areas who will not be able to register. The report is on the agenda for the Calderdale CCG commissioning primary medical services committee meeting to take place on 4th July 2019 where a decision should be made as to whether we can reduce our boundary. The PM will report the outcome to the group.

**Prescription ordering**

The practice ceased taking prescription requests over the telephone from 1st March 2019 after giving patients 2 months’ notice. This has not caused many problems and the reduction of telephone calls to the surgery has been noticeable allowing the staff more time to spend dealing with patient queries and appointments.

**Increasing online access**

Due to the changes to prescription ordering, we have seen an increase in the number of patients registering for online access. At the last meeting in December 2018, the PM reported that 18% of the practice population had signed up for online access. As of July 2019, this figure has increased to 32%.

**Primary Care Network**

Dr Preston spoke about the introduction of Primary Care Network. I have attached an explanation taken from NHS England website. Our surgery has formed a network with Rydings Hall, Church Lane, Northolme and Rastrick Health Centre. We are holding regular meetings but it is all very much still in the early stages. The PM will share any information as progress is made.

**Parkrun Practice**

General practices across the UK are being encouraged to apply to become ‘Parkrun practices’ as part of a joint initiative by the Royal College of General Practitioners (RCGP) and Parkrun UK and we have signed up. The initiative involves patients being encouraged to take up physical activity and improve the life for patients, carers and practice staff.

Parkruns are free, volunteer-led 5k events that take place every Saturday morning across the UK and our local one is at Wellholme Park at 9.00am. Several practice staff have attended either to run, walk or volunteer.

**Over the Counter Medication**

Dr Grant reported that practices are under pressure from the central government not to prescribe over the counter medications. More information can be found at [www.nhs.uk/OTCmedicines](http://www.nhs.uk/OTCmedicines).

Next meeting will be arranged for Autumn 2019 but if anyone wants to raise anything before the next meeting please get in touch with the Practice Manager.