

Patient Reference Group (PRG) Meeting

Wednesday 13th February 2019

Present:- Dr J Gray, Claire Baggley (CB), Karen Bartle, Sarah Beeden (SB), Beverley Kinder, Alison Jacobs and six undisclosed patients.

1. Everyone introduced themselves.
2. **Apologies** - were received from five patients.
3. **Minutes of last meeting** - minutes are on the website; all encouraged to read these minutes to agree if they were a true reflection of the meeting.
4. **Update on practice.**

a. Health Champions:

Walking Groups - The leader said that the Wednesday afternoon walks were doing very well; we have recently seen new walkers regularly join the group.

The leader for our ad hoc Sunday walks said that we had not had a walk since the last meeting; however he would like to hold a walk during the bluebell season. The GoLocal have offered to advertise the walk in their magazine but would need notice to do this, this would hopefully attract more to join the walk. Also discussed was walks held locally by external leaders, the practice champions are to find out what is happening locally so that we can join up with these groups rather than compete with them.

Befrienders Group - The leader of this group told the meeting that things were going well but that we have more patients waiting to be seen than the befrienders can get through; hence we are currently recruiting more befrienders.

Couch to 5K - The leader of this group was unable to attend the meeting but gave the following update. "The first Couch to 5K from the surgery has proved to be very successful with all six participants running their first 5K Park Run about 12 weeks after the course started, which is really brilliant considering that most of them had never run a step prior to this!

They are all absolutely committed to carry on running and they say that they have all noticed a difference in their fitness and wellbeing. We continue to meet on Tuesday evenings and always run at least 3 miles (5K). The weather has been very kind to us - we have only had one week since the course started where it has rained!!

The next course will start in March and we have already had a few people interested. The runners from the first course want to come along also to give their encouragement which is brilliant!"

CB informed the group of the video recording that Active Calderdale had done with the Couch to 5k group a few weeks earlier. A rough cut of the video was shown to the group. Active Calderdale is a new campaign by the council & Sport England to encourage the 28% of people in Calderdale who aren't currently physically active to start getting the recommended weekly amount. Active Calderdale are trying to encourage more GPs and medical professionals to prescribe physical activity to their patients. The video will be used on social media, on Active Calderdale's website, and in conferences/events across the region.

Drop In - Hamerton Close - The leader of this group was unable to attend, however we had an update from one of the other champions at the meeting. This group is getting excellent attendance each week; in fact the group has increased their time to two hours (9.30 to 11.30) every Thursday in the lounge.

Dr Gray thanked the group for all the work they and the other champions had done for the practice and encouraged them to keep up the good work. He explained that the practice really felt the benefit from the different things the champions had been doing and he has been talking to all the practices within Calderdale about what our champions have achieved. He explained that there may be occasions where we may want to share good practice within our locality; all champions said they would be willing to help other practices to share good practice.

b. Online Consultations

We are shortly to have online consultations which will enable two way communication between our patients and the practice. CB played a demo video to the group regarding the online consultations and asked for volunteers to trial the online consultations once we have it available, there were three willing volunteers.

c. Calderdale Group Practice (CGP)

As discussed previously at PRG meetings, we are a member practice of CGP. We are actively looking at changing our telephone system in line with CGP, one of the benefits being that this may help us if/when we experience staff shortages as calls can be answered at another site without compromising the patient experience.

d. Primary Care Networks

In line with the new contracts that we hold within the NHS we are required to work more closely with practices in our locality; we have been assigned to South locality. We have already seen the extended access sessions set up within our locality, we hope to build on this and provide more services for our patients closer to home and enable smooth working relationships with the council, public and voluntary sectors.

e. Staff and Practice update

Since our last meeting we have had Dr Bishop joining the practice. We have also had a new receptionist called Sheena join us, Sheena came from another practice in Calderdale and has settled in well.

f. Extension to the premises

CB showed the plans to the group that the architects have drawn up, the patients who are on the working group have already reviewed the plans. All were pleased with the plans and CB advised that all being well, we will be sending it to planning.

g. "Did Not Attend" (DNA) Audit

CB explained that we had recently undertaken a DNA audit to see if there was any way we could encourage more patients to attend their appointments. CB said that we are already actively preventing self-check-in to capture patients who have not provided their mobile number. CB explained the on the whole the audit showed that we didn't have a high percentage of patients who DNA their appointment. One suggestion from the group was to speak to the patients to see why they did not attend; SB explained that the nurses would contact patients where the patient had not attended as their appointments are usually quite lengthy appointments. All encouraged to think about how we could improve the DNA rate further.

h. City Connect

The practice is currently looking at applying to become a bike friendly business. CB asked for all the patients to complete a questionnaire in order for us to submit their feedback in our application.

5. Patient Feedback

All patients commented that they are extremely happy with the service they receive from the practice and did not have any concerns to raise.

6. Review of practice

Friends and family October 18 - January 19 feedback was circulated to everyone. On the whole we had positive feedback during the four months; 95% of our patients who were seen would recommend us. There were a few negative comments which were discussed by the managers upon receipt and changes were made to ensure patients had a positive experience the next time they visited. CB told the group that the surgery welcomes feedback both positive and negative in order to improve on the service provided.

7. **AOB** - No further business to discuss, the meeting was closed at this point.

Next meeting 12th June 2019 at 5pm in the waiting room at Bankfield Surgery.