

Patient Reference Group Meeting

Tuesday 9th October 2018

Present:- Dr S Tahir, Claire Baggley (CB), Rachel Knights, Sarah Beeden, Beverley Kinder & Shirley Hopkinson, eight undisclosed Practice Champions and one patient who is a member of the PRG.

1. Everyone introduced themselves.
2. **Apologies** - No apologies received.
3. **Minutes of last meeting** - minutes had been uploaded onto the website; all who were at the last meeting agreed they were a true reflection of the meeting.

Terms of reference amendments were reviewed following them being updated at the last meeting. There were a couple of alterations to be made otherwise they were approved, CB to upload to the internet. This will be reviewed again in the June meeting.

4. **Update on practice.**

a. **Health Champions:**

Walking Groups - The leader said that the Wednesday evening walk had now changed to Wednesday afternoons @ 2pm due to the darker evenings. This is about an hour walk for all abilities.

The leader for our ad hoc Sunday walks said that there were only Health Champions that had attended so far which was disappointing because he felt that he was not getting the people that the practice was aiming for.

CB said that the walks need to be advertised better and that the leaders were doing a brilliant job. The call board has been down for the last week so this may have impacted on uptake.

Befrienders Group - The leader of this group told the meeting that things were going well apart from a couple of hiccups! We need to recruit more befrienders and there is going to be a drive at Elland Market on Friday where leaflets will be distributed, which will also advertise the walking group and the couch to 5k.

Couch to 5K - The leader of this group told the meeting there are 5 people who are doing the couch to 5K, sometimes more if reception staff join us. Really great - we are on week 5 of 11 and are aiming for the Brighouse Park run on Saturday 17th November. This is a 5k route (3.1 miles) and is open to everyone of any ability, so if any of the champions would like to join us you would be most welcome. You

could even be a volunteer on the day. If you could let CB know if you intend on attending on the 17th November and in what capacity, that would be great.

Drop In - Hamerton Close - The leader of this group told the meeting that this was starting to come together, and they now have quite a few people who join them. There is a lady coming to do a jewelry making demonstration and also one coming to do a card making demonstration. The get togethers are held from 9.30 to 11.00 every Thursday in the lounge.

b. Calderdale Group Practice (CGP)

There are now 11 practices working together across Calderdale efficiency sharing etc. All going to help each other with shared systems i.e similar telephone systems. The group is formally called Calderdale Group Practice.

c. Staff and Practice update

CB told the meeting that over the last twelve months 1/3rd of the workforce at Bankfield are new. With the closure of Burley Street surgery there are now over 1000 new patients.

Dr Tahir has joined the practice recently and on 31st October another new doctor - Dr Bishop will join the practice.

The practice is currently advertising for reception/admin staff (1 full time or 2 part-time). The apprentice healthcare assistant, is increasing her hours and she will finish her apprenticeship in Jan/Feb and we hope to support her to eventually become a Practice Nurse.

At the moment the surgery has a 3rd year student working for 5 weeks. Claire expects to have 5 rotations of students for 5 weeks at a time over the next academic year as Bankfield really wants to play a major part in developing staff in the NHS.

d. Prescribing in the NHS

CB distributed a leaflet telling attendees about the curb in prescribing which is being enforced by the NHS as part of reducing the money spent. This leaflet will be put on the website.

e. Extension to the premises

Talks are going ahead with an Architect regarding expanding the premises. If this goes ahead then the surgery would like input from patients, four volunteers put their names forward to be part of this.

f. Breast Screening

From November to February breast screening will take place in the mobile vehicle in the car park. There will be around 3,500 patients to see during this time.

g. Ear Syringing

The practice will no longer provide this service. Sarah told the meeting that patient's ears will still be checked but that syringing can result in more damage to the ear and there are medications that can be brought over the counter for wax build up.

5. Patient Feedback

A question was asked regarding *CGP*, did this mean that patients could be sent to other surgeries. *CB* said this might happen at some point. The patient was concerned because not everyone has transport, *CB* suggested that when discussions took place around setting up clinics etc. with *CGP* that this patient was included for their feedback, the patient agreed to this.

6. Review of practice

Friends and family -September's feedback was circulated to everyone, 94% of our patients who were seen in September would recommend our practice. *CB* told everyone that the surgery welcomes feedback both good and bad!

Patient Survey - This survey was collected in April - again passed round to everyone. There are some areas of concern where we are slightly below the local and national average. These concerns were discussed and the patients felt it was particularly difficult to get through on the phones on Monday.

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

Next meeting 13 February 2019 at Bankfield, time TBC. (Closed Afternoon)