

Patient Reference Group (PRG) Meeting

Wednesday 12th June 2019

Present:- Dr J Gray, Claire Baggley (CB), Susan Hillas, Sarah Beeden (SB), Shirley Hopkinson, Sheena Duncan and six undisclosed patients.

1. Everyone introduced themselves.
 2. **Apologies** - were received from six patients.
 3. **Minutes of last meeting** - minutes are on the website; all agreed they were a true reflection of the meeting.
 - a. **Matters Arising** - Online Consultations; we are unable to use patients to practice on the system as it is a live system and any conversations are inserted onto the patient's medical records.
 4. **Update on practice.**
 - a. **Primary Care Networks (PCN)** - As explained at previous meetings we in South locality and our network name is Calder & Ryburn PCN. The PCN's start from the 1st July. We have already seen the improved access sessions set up at Station Road Surgery, 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. We are actively recruiting a social prescriber and pharmacist to start from the 1st July ideally.
 - b. **Practice Health Champions:**
 - Walking Group** - The Wednesday afternoon walks were doing very well; from 26th July we are releasing practice staff to join the walks on rotation.
 - Befrienders Group** - Recruitment for new befrienders is going very well, in fact we now require more patients, clinicians to be asked to refer more patients into the service. It was suggested that this group could help with frequent visitors to the surgery, perhaps ringing them to see how the champions could help them.
 - Couch to 5K** - This group are helping our 2nd cohort of patients/staff to enable them to run 5k. The next course will start again in July and we have already had a few people interested. The runners from the first course continue to support the group which is great news.
- Active Calderdale have recently released the video which Bankfield Surgery took part in, it is available for all to see on YouTube.

Bankfield Surgery has arranged to "take over" the Brighthouse Parkrun on the 22nd June where Active Calderdale will be present, Active Calderdale are arranging to do some more filming at this event.

Drop In - Hamerton Close - This group is getting excellent attendance each week in the lounge. CB to check if the group are okay in doing light exercises without the proper training.

Cake Sale - Tuesday 18th June (10am - 5pm) - Practice Champions will be present throughout the day to sell baked goods to patients to raise money for the Alzheimer's Society.

Gluten Free Information Session - Wednesday 26th June, 3pm, Lounge at Hamerton Close - we are holding an awareness session to help our Coeliac patients, Suma will be providing some food samples for the first ones to arrive.

Dr Gray explained that our practice champions had a fantastic reputation throughout Calderdale and that they are all doing a great job.

c. New Telephone System

We are shortly to have a new telephone system, there should be no difference to the service the patients receive now. All were happy with the system currently, however we are going to be advising the 5 patients who are waiting in the queue. Throughout the day we will be able to watch for volumes of calls to ensure we are considering staffing levels at peak times and patients who "hang up".

d. Staff and Practice update

Brogan has completed her HCA apprenticeship and has been accepted onto the Nurse Trainee Associate course with Huddersfield University. Sarah Beeden is training to be an Advanced Clinical Practitioner. The practice was recently nominated for the medical students we take via Leeds University, we came in 3rd place. We have external services at the practice including Audiology, Ultrasound and soon to have Podiatry.

e. Care Quality Commission (CQC)

We are due to speak to the CQC on the 11th July and will discuss areas from our last visit back in October 2015. CB to email out to patients the CQC questions we have been sent so patients can have input where able.

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 February - May 19 feedback was circulated to everyone. On the whole we had positive feedback during the four months; an average of 92% of our patients who were seen said they would recommend us (this is slightly less than the last 4 quarters we considered in our last meeting).

Patient Survey - 2018 overview results were circulated, this survey would be redone again very soon. 2018 areas for improvement were; available appointment times, getting through on the practice phone and overall experience of GP practice as good.

CB told the group that the surgery welcomes feedback both positive and negative in order to improve on the service provided, we generally on NHS choices have excellent feedback and we would like to continue with this so would appreciate feedback from our PRG to keep this excellent feedback.

7. **AOB** - It was suggested that the PRG meeting could be advertised in the Go Local to try to encourage more to attend.

Next meeting 8th October 2019, in the waiting room at Bankfield Surgery (time TBC).