

Bankfield Surgery

Patient Reference Group Meeting Minutes

Tuesday 12 June 2018 at 5pm

Attendees: Karen Bartle (Deputy Business Manager), Shirley Hopkinson (Reception Manager), Sue Hillas (Data Quality Administrator), Alison Jacobs (Receptionist), Dr O'Leary & undisclosed patients x 10

1. Welcome and Introductions

Karen (DBM) welcomed the group and passed round an attendance sheet for signatures. Everyone introduced themselves and stated their roles.

2. Apologies:

Claire Bagley (Business Manager). 3 x undisclosed patients and 3 x Practice Champions

3. Minutes of last meeting:

Karen asked if anyone had read the last minutes which were on the website and if they were a true reflection of the last meeting. It was agreed they were.

4. Terms of reference:

These were discussed and Karen put forward that the changes to these meetings should be three per year instead of two and membership should read one GP instead of two GPs and Business Manager or Deputy Business Manager to attend. All agreed. Karen also asked if the people in the roles of Vice-Chairman and Minute Taker would like to continue in those roles for a twelve months period or if anyone else would like to take a turn at these and also as Chair. No one wanted to take on any of the roles and all were happy for the current members to continue. The current members agreed to continue.

5. Update on Practice:

Practice Health Champions

Practice Champions felt that the Loneliness Group would sound better if they were called Bankfield Befrienders. They need more befrienders to help as their workload has increased.

Practice Champions had moved their Thursday morning club from the social club to Hammerton Close.

The walking group is working well, they usually have between 6-9, although last week were only 4 because of holidays. B would like to undertake a slightly more strenuous walk from 1 July and has asked Claire to organise the publicity. The Practice Champions would also like to get a couch to 5k running group started.

Calderdale Group Practice

The Practice is still trying to collaborate on sharing Staff and Doctors around the group and the Practice is looking to purchase a new telephone system. It is apparent that some patients are still having difficulty getting through.

Staff/Practice Update

A local Practice is due to close on the 29th June and this has brought in more patients. We are also looking at recruiting a new GP and an Advanced Clinical Practitioner. We have a new apprentice Receptionist, Emily. We also have some temporary help upstairs and have some additional help to manage the new patients from a Pharmacist. There is also a new Student Nurse.

New system for access

The new phone system should be a lot less hassle. On-line consultations have been postponed, although some other practices are using them already.

6. Patient feedback:

One patient had problems using the on-line system to request a prescription. It was felt that the system may need to be customised to allow people to go back to make amendments. Still need more patients to get involved.

Two patients had not been called in for the annual check and the Practice Nurse said they were a little behind and if patients felt their checks had been missed to call and make an appointment.

7. Review of Practice

Review of F&F feedback for April and May

The results for April were 92% of 52 Patients would recommend this service and in May 97% of 64 patients. Comments were good for the staff as well.

Complaints 2017/2018

In 2016/17 the Practice had received 10 official complaints and in 2017/18 year had received 7 official complaints.

8. AOB

The Practice Champions will be having a stall at the Elland Carnival on the 7th July and at their next meeting would decide what form this would take. There were many suggestions including tombola. Any help at the Carnival would be appreciated.

The Practice Champions will now hold their monthly meetings at the surgery.

9. Date of Next Meeting

9th October 2018