

Patient Reference Group Meeting

Wednesday 12th February 2020

Present:- Doctor O'Leary, Claire Baggley (Business Manager), Lynda (Social Prescriber), Shirley Hopkinson (Reception Manager), Alison Jacobs (Summariser/Coder), Emily Harper (Receptionist/Secretary) & 4 undisclosed patients

1. Everyone introduced themselves.
2. **Apologies** - From undisclosed patients.
3. **Minutes of last meeting** - minutes sent out to all and everyone agreed ok.
4. **Update on practice.**

- Primary Care Networks

Surgery is in Calder/Ryburn network which includes Station Road, Stainland Road, Brig Royd and Meadowdale - 5 practices which are working closely together. Meetings are held regularly to look at the different services that can be provided i.e. Physios etc to avoid patients having to attend hospital.

Social Prescribers (Lynda) are employed by the network and work across the five surgeries - another Prescriber - Kelly - has been employed and will start working on her own from next week. Lynda has around 60 patients that she keeps in touch with either face to face or by phone on a regular basis. They have varying needs - Housing problems, drug addiction, alcohol addiction etc.

There is a part-time pharmacist employed by the network and after April there will be an additional full-time one, they will visit care homes looking after patients there.

The network would like the different surgeries to have a joint patient reference groups and they would like to a joint reference group meeting soon if that is acceptable to everyone. All agreed that this would be ok.

- Practice Champions

Befrienders

All befrienders are working hard but definitely need more befrienders so that other patients can be seen as there are patients on the list waiting. Lynda mentioned that the owner of Early Excellence (local business who provide

nursery care) has said that her staff would like to be involved in community work.

Coffee Mornings

Really well attended. The group organised a recent trip to Bury Market and another trip is planned for June.

Couch to 5K

All going well - it will be the fourth graduation at the park run. After the next park run it was suggested that we wait a while before starting another group so the champion can concentrate on maintaining the runners we have at present.

Canal Restoration

The champions have met and started work with Canal & River Trust and had cleared a large area (which unfortunately was flooded this weekend - but is ok). Eventually the group will look to renovate the Lock Keepers hut. Meeting every Tuesday at 10.00 am for a couple of hours.

Walking Group

Still meeting every Wednesday weather permitting and going well.

- Practice Staff Update

The surgery has a GP Registrar - Dr Bakare who has started at the surgery for 6 months and will be looked after by Dr Durkan.

Sarah Beeden is in the 2nd year of ACP course and will be fully qualified this November.

Brogan Williamson has now completed 1st year at University doing Nurse Associate Role. This will enable her to do Practice Nurse duties.

- Gold Standard Framework

Dr O'Leary told the meeting that this was about identifying people who are in their final year of life and making sure that processes are in place for them to get the most out of their final months, including what happens after they die. This will give support not only for patients but also for their family/carers.

- Meadow Dale Closure

Bankfield are due receive around 960 patients when Meadow Dale closes on 31st March. 130 have already registered. Bankfield are looking at utilizing Meadow

Dale as a branch surgery. It is anticipated that the branch surgery will only be open reduced hours.

- Social Media

The surgery is now on Facebook and Twitter but needs to have a better presence. Practice Champions may be able to help with this.

- Electronic Prescription Service - Phase 4

When patients receive a prescription from the clinician this will be sent electronically to their preferred pharmacy. The patient will receive a token from the doctor and will take this to collect the prescription. No change to repeat prescriptions.

Elland pharmacy is now under new management and has 2 really pro-active pharmacists.

- Improved Access

At the moment the out of hours service (6.30pm to 8pm and weekends and Bank Holidays) is held at Station Road Surgery but from April Bankfield are going to help with this in some way to avoid patients having to travel to Sowerby Bridge.

There is to be a 20 week experiment to help during 6.30am - 8pm to find out if patients who require an urgent appointment that day would be willing to travel to one of the other surgeries in the network.

- E Consult

Going to go live Monday 17th February and there will be a link to this on the surgery website.

5. Patient Feedback

Re: Improved urgent access - One of the patients said that they felt it was ok that the surgeries are working together but most people would want to see their own doctor and not one from another surgery. It would only be for people who couldn't wait.

6. Review of practice

Friends and family feedback circulated for last 4 months - all very good.

7. AOB

The surgery has a new receptionist - Carry who started in January and is doing really well.

Also a new partner - Dr Bishop is relocating to Cardiff at the beginning of May and Dr Shetty is joining the partnership and will work Tuesdays and Fridays. Dr Shetty did some locum work for the practice during 2019, she had good feedback from staff and patients.

Next meeting Wednesday 10th June at 5pm