**Patient Participation Group**

**Meeting**

**Monday 1st July 2013, Buttershaw Lane**

Present: Colin Philpott, GF, PW, DW, JA, JD, CD, JG, RH, DS, AB,

 Dr HC, Dr SJ, CH, FP, IT

Thank you to all patients who attended. CD was presented with a

small bunch of flowers as it was her birthday.

**Minutes of last** **meeting** – Available on practice internet site. Not discussed.

**News** - Carol Holdsworth will be leaving reception to join the admin team. Part of her new role will be administrating the patient group.

**Bradford District Patient Event** – Miss AB kindly presented feedback from the introductory meeting she attended on 3rd June.

* CCGs new governing body for different Bradford groups with £400 million budget to commission services including secondary/Hospital care.
* Healthwatch – official body overseeing consensus and fairness.
* 38 out of 41 bradford district practices have a Patient group. It is hoped that they will collaborate to represent pts and their interests.
* No changes to GP services for patients.
* Private Healthcare NOT represented BUT will still be used where appropriate.
* Airedale/Wharfedale have collaborative groups meeting quarterly.
* Suggested using GOOGLE Community Web to link groups.
* Strict limits on how much can be spent on management.
* Buildings for future meetings should be accessible for all inc. those with disabilities etc. Meetings should be at manageable times (i.e. NOT busy commuter times).

**Colin P** - attended to promote the collaboration of patient groups. Looking for interested members of the public to participate. Any PPG member should email FP if interested. Colin also discussed the structure and role of CCGs to the group.

**Annual practice survey** – PPG asked for ideas for questions for the survey. These ideas should be emailed/directed to FP. For agreement at Octobers’ meeting.

DS strongly believed the practice should make more of an effort to ensure pts with learning difficulties have appropriate access to the survey. It was suggested that it could be an addition to the annual LD reviews undertaken by the practice. The survey could be made simpler/shorter to help facilitate this?

**Receptionist recruitment day** – FP asked the group for any interest in assisting in the recruitment process for 2 new receptionists. JG would have volunteered but will be working. Any PPG member interested should let FP know. Recruitment day is Monday 8th July, 9am start.

**A&E attendances** – between June 2012 and March 2013 Parklands pts had attended A&E depts. 3707 times. The practice had analysed the data to identify areas where the practice could work to reduce A&E attendance. 2 features were identified. There were several incidences where pts had attended A&E with issues that could/should have been addressed in primary care or did not need a health professional at all. There were a significant number of patients attending on multiple occasions (over 7).

This may suggest access issues at the practice and possibly a lack of understanding on the part of some pts as to which healthcare issues should be addressed by which organisation.

It was proposed that the PPG could oversee an information stand at the annual drop in flu clinics to try and educate pts when to see a GP, when to attend A&E and when a visit to a pharmacy etc. This was agreed. IT will approach PPG members nearer the time for volunteers.

To address possible access issues at the practice it was proposed that the practice could adopt ‘fast track clinics’. This is the only realistic way of increasing appt provision. Fast track would offer pts a 5 min appt specifically for an agreed list of minor ailments that could be managed quickly. It was agreed as it was a potential solution.

It was also suggested that the practice could increase the number of Telephone appts as these were seen to be valued by patients.

**AOB**

**Date of next meeting**: Monday 7th October, 6pm Park Road.