



Meeting Minutes

DATE:	Monday 15 th September 2014
TIME:	6pm
LOCATION:	FMC Seminar Room
PRESENT – Staff	Dr Karen Logan – GP Partner Karen Jones – Practice Manager Karen Greenhough – Administrator
GUEST	-
PRESENT – Patients	6 patients invited to attend. 5 attended. Apologies sent by: JH <i>For confidentiality reasons patient names will not be shown on the minutes</i>
Minutes taken by:	Karen Greenhough

() letters shown in brackets relate to handout pack sheets

1. Welcome

Karen J welcomed the group to our 12th Patient Reference Group (PRG) meeting.

2. From last meeting

Meeting minutes dated 19th May 2014 (A) were approved by the group.

- The new waiting area notice/leaflet board is now in place for our older patients. Includes lots of information and the leaflets are proving popular as stocks are constantly being replenished. Information leaflets and a poster for Morley Elderly Action Group are also now included on the board.

GC & JH said they had taken time to look in the waiting area and were impressed by the information on display.

3. Agenda for this meeting

PRG – Virtual Panel Members

An email was sent to all Virtual Panel members on 27th August 2014 by Karen J advising that this group meeting was taking place. It included the following wording “If you have any ideas or other comments that you wish me to take to the PRG Group meeting on your behalf please let me know”.

Reply:

“Thank you for your email. I have nothing that needs discussing, but think that this month's newsletter is full of interesting news and innovations. I have the Silver Line number in my phone now - just in case!! The named doctors for over 75s is also a great innovation. Welcome to the new doctors and a fond farewell to Dr Ledger - a caring and kind doctor who has worked hard for the practice for so many years. We wish him well in his retirement.”

Clinical Commissioning Group (CCG) / Patient Assurance Group (PAG) update for Patient Reference Groups

Update, May 14 posted/mailed out to all PRG members on 29.05.14. No comments from the group regarding this.

Copy of update 10th September 2014 discussed (B)

Information regarding the ‘NHS Leeds Student Wellbeing’ Facebook page which is aimed at university students will be promoted by the practice in the patient newsletter, on the website and in the Young Peoples Information folder in the waiting area. A new information sheet for students will be produced and a copy of the CCG handbook ‘Happy healthy & safe while studying in Leeds’ will be placed in the Young Peoples information folder.

JCH – felt this should be aimed at ALL students – not just university students.

KG to action all and feed back to the CCG team.

A new booklet was also discussed which has been published by Leeds City Council called 'Are you Taxi aware?' It was agreed that this would be beneficial information for our patients. A copy will be placed in the Young Peoples information folder (aimed at students), on our community news notice board and a small article placed in our patient newsletter. The information can be found on www.leeds.gov.uk/taxis

Patient Newsletter – Autumn 2014 edition

Went on display for patients (waiting area & practice website) from 1st September. PRG members have already received a copy. Next edition due out 1st December.

Early diagnosis of Cancer

An article on *breast cancer* has been included in the autumn edition of our patient newsletter.

Displays in the waiting area from 1st September to 30th November include: Prostate cancer, Mouth cancer and Live a healthy life – reduce your risk of cancer.

We have already covered: Bowel, Skin and Breast cancers in our quarterly patient newsletters.

The group agreed that an article on **Prostate cancer** will be included in the Winter edition of the Newsletter.

Changes to our appointment system – update by Karen L & Karen J

Two things are running parallel at the moment:

1. **Dr First** – a new way of dealing with appointments will be introduced shortly. Will be 'on the day' requests for appointments. All incoming requests will be passed to GPs to triage and phone back the patients. Will either be dealt with over the phone or an appointment made at that time.
2. **Extended hours** – there are 3 levels of service practices can look at offering:
Level 1 – as this practice is now
Level 2 – open longer over 5 days e.g. Mon to Thur - 12 hour day / Fri - 10 hour day
Level 3 – open 7 days a week

It was explained that there is presently a recruitment crisis in General Practice across the country which is a worry to the Partners. Following Dr Ledger's retirement the practice will be 2 GPs and 1 Advanced Nurse Practitioner down. They have been actively recruiting for replacements but have not yet had success. Many GPs are now choosing to work as locums and are not interested in taking up permanent positions. Others going through medical school are simply not choosing General Practice as their speciality.

Not wishing to place any further stress on their existing staff the Partners feel they are not able to look at offering level 3 but will be considering level 1 or 2. Other practices in the clinical commissioning group may look to offer level 3 which would benefit our patients if necessary – patients will be kept fully informed of changes.

Patient survey forms for patients to express their views regarding extended opening hours in general practice will be on display shortly.

JCH – demand for appointments will only go up.

Group - discussed some changes at a local practice which has led to many patients wishing to register here and several housing 'new builds' going up in Morley.

It was explained that the patient base has been growing considerably and is now at crisis point. The Partners will be making an application to close our patient list for a period of time.

All group members - agreed this was a good thing to do and they would support this application.

AR – who attends various clinical commissioning group meetings advised that this practice is way ahead of others in many areas.

Energy Efficiency

The practice has been working on a project this year to address energy efficiency on site. This is being coordinated by our Business Manager and Premises Manager with external input from energy consultants.

Summary of key points:

- We now have 'Energy Champion' members of staff for each floor of the building to oversee energy efficiency related issues.
- All staff have been asked for their suggestions on how we can improve energy efficiency on site and the energy champions have held a meeting to 'cloud burst' ideas. An action plan has been collated which

covers things such as – Heating / Lighting / Air conditioning / Windows and mechanical ventilation / Equipment - including computers / Recyclable waste.

- The energy champions will hold regular meetings in future to manage any changes required, to review the success and constantly look for new areas of improvement. They have the responsibility for cascading information to/from all staff.
- The site now has new 'Good Housekeeping Guidelines' for staff to follow (covers opening routine, during day checks and closing routine).

If any PRG members (or patients) have ideas on how further Energy Efficiency savings can be made please let us know.

AR – has previous experience in this field and kindly offered to put something together for Karen G to pass to the FMC Energy Efficiency team.

Patient comment form – re use of car park

A comment form was left in the practice suggestion box dated 8th August (C).

“Having attended the surgery at around 8–8.30am, I find that your entry exits are being used as a ‘rat-run’ by traffic trying to avoid the roundabout when travelling from Morrison’s area. As many schoolchildren also use this as a short cut to the academy, I feel a collision almost inevitable”.

The use of the car park has already been addressed by the PRG and the practice has posters and notices on display - but these do not specifically cover about using as a short cut.

The group were informed of an incident a couple of months ago where a child was knocked by a car but not injured. The practice is constantly in touch with the local school about children using the car park as a shortcut.

The group were asked for their ideas on how to tackle this issue:

- Make the car park one way entry/exit (presently it is access IN only at the main front gate and IN & OUT at the top gate). It has been noticed that some visitors do ignore the signs and exit via the front gate which is very dangerous!
- Display a new sign on the gates e.g. No through route / Access only / CCTV in operation.
- Speak to the community policing team for their support/ideas.
- Approach the school for children to do posters to go on display.

These ideas will be passed to the Business Manager & Premises Manager for further discussion. Feedback will be given to the group at the next meeting.

Karen G will send a copy of these meeting minutes to the patient who made the comment so they are aware that the group has discussed it.

Healthy Young People Initiative

The practice is aiming to identify and support children and teenagers who are above a healthy weight and who are ready and willing to make lifestyle changes that would make a difference to their current and future well-being. We want other family members to be involved in that process, too.

It is worth reflecting, that if, as a society, we carry on living as we are, about one third (and rising) of children are set to grow up with serious levels of fat in their bodies, which can lead to life-threatening conditions such as cancer, diabetes and heart disease in adulthood. We would like to change that, working in partnership with our registered families.

Clinical Nurse Assistant Christine Townend will be running clinics which will be starting shortly. Christine has been successfully running adult weight management clinics at the practice for several years.

All clinical staff will be involved in the identification, appointments will be offered on site with Christine then referrals to other support groups made if appropriate.

A promotional campaign will run e.g. waiting area display, included in the Young Peoples Information Folder, article in the Patient Newsletter, new information newsletter produced to inform of resources available to support a healthy lifestyle and new hand-outs/slips to record children’s information. Information will also be made available on the practice website.

Staffing Update

Reminder that Dr Ledger is retiring on 30th September. His book of Good Wishes and collection (to be donated to the community hub facility in the new-build Newlands Primary School in Morley) is going well.

Dr Mathews and Dr Hall will be officially Partners at the practice from 1st October.

Dr Mathews is presently on maternity leave. Cover is being provided by locum GP Dr Billy Edwards.

4. Any other business

Leeds West Clinical Commissioning Assurance Group

AR – updated the group regarding his work with the group. He has recently attended meetings in July, August and September. He will have been part of the group for 2 years now so members may be reviewed shortly.

Care Quality Commission (CQC)

The CQC is undertaking a radical review of how they inspect hospitals.

A public listening event is taking place at 6.30pm Wednesday 17th September at St Georges Centre, Great George Street, Leeds, LS1 3BR. All are welcome to share experiences with the inspectors of the services and care provided in the last year by Leeds & York Partnership Foundation Trust **(D)**.

The general public can share their experiences anonymously at any time: www.cqc.org.uk – enquiries@cqc.org.uk – 03000 616161.

Changes regarding how the CQC make inspections are being introduced in October. This practice has not yet been inspected but every practice will have been inspected by April 2016.

JCH, AR, JH, and CG have all previously volunteered to speak to the CQC if necessary during an inspection.

Prescription requests

GC – discussed some recent issues he has had regarding the collection of a prescription request (and some other patients who had also approached him with comments about this). When visiting reception to collect his request he had been advised that his prescription had not been signed and was ‘still in the system’.

He was advised of the problem in his specific case. It is however unacceptable and something in general that the practice will investigate further.

Electronic prescribing is a new system coming soon which should greatly improve the prescription request process.

5. Patient Reference Group Administration

Future of the Patient Reference *GROUP* meetings

Presently we have 6 *group* members and 45 *virtual panel* members who adequately represent our patient base.

The Clinical Commissioning Group and Care Quality Commission are keen for *group* meetings to be held so it was agreed that a new recruitment drive would take place for patients happy to attend quarterly meetings.

Ideas:

- Carry out a new recruitment drive for group members
- New posters (e.g. we need you!) to go on display
- PRG members could be in the waiting area to speak to/recruit new members.
- Actively contact local schools to invite some younger patients to join the group
- Add information to the Young Peoples information folder
- Consider - PRG group members to arrange/chair/minute meetings
- Invite other staff to meetings e.g. nurse/secretary/receptionist

JH – asked how much the practice felt the group had helped since it was launched. The reply was they have been a great help for ideas to be fed through and for feedback about many issues.

PRG members

Although the practice would be delighted to retain PRG members for another year, out of courtesy they feel they should ask if anyone wishes to stand down - including group and virtual panel members.

If yes, please advise Karen J – by letter, telephone (0113 2951611), or email (karenjones10@nhs.net).

If anyone who is presently a Virtual Panel member would be interested in joining the group meetings please could they advise Karen Jones.

6. Date and Time of next meeting: 6pm – Monday 24th November

Agenda items to include:

- GP Practice Patient Survey 2015
- Annual review of Patient Action Plan (due Feb 15)
- Annual review of PRG – terms of reference (due Feb 15)
- Annual Local Patient Participation REPORT (due by March 15)
- Feedback regarding car park ideas (from page 3 of these minutes)
- Feedback regarding Extended Hours patient survey (from Page 2 of these minutes)

Thank you from the FMC team to all PRG Group and Virtual Panel Members for their continued support