

Stainland Road Medical Centre

70 Stainland Road, Greetland, Halifax, HX4 8BD. Tel: 01422 374109
www.stainlandroadmedicalcentre.co.uk



Dr EL Hammond Dr S Martin Dr LL Fairbairn Dr F Azam Dr S Asfand-E-Yar Dr EC Heap Dr MC Sowden

PATIENT REFERENCE GROUP MEETING

Monday 13th March 2017

PRESENT

Brenda Brook	Brian Richardson	Dr Jen Waring
Ian Redman	Janet Burns-Smith	Sandra Ingle
Vera Parojic	Alwyn Kershaw	Ann Richardson
M Karim	Dr S Martin	Dr F Azam
Dr M Sowden	Dr E Heap	Dr E Hammond
Janet Marino – Practice Manager	Helen Kettle – Minute taker	

APOLOGIES

Alex Blincoe	Charles Ingle	Cyril Waddle
Guy Liddell	Malcolm James	Pauline Whitehead
Bev Bradley	Christopher Blakey	Dale Read
Lynsey Jones	Sara Chan	Sarah Tiffany

JM welcomed everyone to the meeting and introduced Dr Heap and Dr Sowden as our new permanent GP's.

REVIEW PATIENT FEEDBACK 2016

Prior to the meeting, results of the GP survey, Patient feedback, Friends & Family questionnaire and details of complaints and compliments received by the surgery, were circulated to the Group.

JM advised that the results of the survey were very positive, with areas having improved from last year. The surgery is performing ahead of the CCG average.

Three areas were worse than the CCG/National average:

- Find it easy to get through to the surgery
- Usually get to see or speak to their preferred GP
- Usually wait 15 minutes or less after their appointment time to be seen

Although the above were below average, they have improved since the previous year.

It was felt that we would prefer to have good ratings for a consultation than bad ratings for waiting time.

We allow 15 minutes for a patient being late for an appointment and this can have a knock-on effect on appointment times.

Patients were happy to recommend the surgery to family and friends and 99% were happy with their consultation. This is a good testament to our GP's and Nurses

Friends & Family questionnaire

- We are unable to respond to any comments made on the form as it is completed anonymously
- It was suggested that we make reference on how to make a formal complaint, at the bottom of the questionnaire, to cover any negative comments.
- Positive and negative comments will be reviewed and posted on A – frame noticeboard
- Some of the issues raised last time have been addressed, nothing of any note to be addressed this time

Brian and Anne Richardson commented that they had received excellent service since they registered with the Practice six months ago

Previous derogatory Facebook comments – JM advised that Ian had liaised with Chris Blakey and this appears to have been resolved. JM thanked Ian for acting on our behalf.

ACTION PLAN 2017

There were no specific actions as a result of the above discussion.

PRG ROLES/RSPONSIBILITIES

JM advised that the in previous years practices received funding for having a PRG. To obtain this funding certain criteria had to be met and we had to provide evidence of this. This situation has now changed. Although it is part of the GP's contract to have a PRG there is no longer any extra funding associated with it and there are no longer any specific requirements as to how the group should be run or the work it should do.

Given that there are no longer any constraints, the GPs & JM were interested in how the Group would like to move forward and asked for their thoughts/ideas.

One suggestion was that the Group might prefer to meet more regularly and at different times of the day and not necessarily with a member of the Practice in attendance. These meetings would be run and driven by the PRG. Issues discussed at these meetings could then formulate much of the agenda for the formal meetings with the practice a couple of times each year.

JM will email all members to enable them to communicate amongst themselves to plan the way forward. JM asked for any thoughts to be emailed back to her by the end of March.

JM thanked Vera and Sandra for canvassing to recruit new members to the Group. Six new members had sent their apologies. Some members may prefer to only be a part of the virtual group (e-mail).

Proboard – not a lot happening, very difficult to manage – it was felt that it is not user friendly and the decision was to cease with this method of communication.

CLINICAL STAFFING CHANGES

- Dr E Heap and Dr M Sowden have joined the Practice as permanent GP's
- Dr Shamas leaves at the end of March
- Still anticipating that Dr Fairbairn will return from her sabbatical later in the year
- Emily Foster – Nurse Practitioner left at the end of December

- Debbie Lau – Nurse Practitioner, part-time, we are hoping that she will remain with us working 1 or 1 1/2 days a week
- Due to start interviewing for a further Nurse Practitioner to work 3 1/2 half days a week
- Locum Nurse Practitioner will join us until end May/June
- Nurse Julie Connor has reduced her hours to 3 days a week
- Debbie Brook – registered nurse is due to join us working 2 days a week and will train as a practice nurse.
- Nurse Lucy Greenwood is currently training to become a Nurse Practitioner and should qualify in 18 months' time

CALDERDALE HEALTH FORUM

Brenda had received an e-mail advising that the Forum would be looking at the following topics:

- Care Homes – developing a new model
- Mental Health
- Nurse Education
- Support Groups for Diabetes

There is concern as to how this information is communicated. Needs to be fed back to the GP's. Minutes not received until sometime after the meeting

Need more representation at the Health Forum – next meeting 14th March @ 5.30pm

Future meetings:

13th June, 12th September and 12th December

AOB

JM advised that we are looking at making alterations to the building, as we are running out of space. Looking to create two more consultation rooms, using space from the reception area. The Practice has made a bid for funding to cover the cost.

Date of next meeting

– to be advised dependent on outcome of above discussions under roles/responsibilities.

~~~~~#####~~~~~