**The Grange Medical Centre**

**Greenview Medical Centre**

**Kinsley Medical Centre**

**Minutes from Patient Reference Group Meeting**

**Tuesday 13th May 2014 - 12 noon to 2pm**

**Venue: The Grange Medical Centre Therapy Unit- Hemsworth**

**Present:**

Angela Marwood [AM] Practice Manager

Kate Lamb [KL] Assistant Practice Manager

Paul Stephens [PS] Patient Representative

Colin Cooper [CC] Patient Representative

Gail Alexander [GA] Patient Representative

Serena Alexander [SA] Patient Representative

Rita Harrison [RH] Patient Representative

**Actions from Previous Meeting**

Last meeting 15th April 2014

RH mentioned that she had sent her apologies for the last meeting but they had not reached the meeting unfortunately.

AP – Book table to be made available at Hemsworth – this was discussed and agreed to have a book table on the 3 sites in reception. It is intended as a service for patients to donate books to and also loan /keep books themselves. There will be a donation box for any money collected but no charge is to be made. It was discussed and agreed that donations would go to charities and we can change the charity every few months. This means we can use their collection boxes for the donations. We need a notice to advertise for book donations to be handed to reception initially and to obtain collection tins from the Prince of Wales Hospice (first charity chosen). The donation box will need to be secured and on the reception desk so that it doesn’t go missing.

**AP** – KL to arrange poster for each site for book donations

**AP** – KL to arrange for POW donation boxes to be available at each site.

**AP** – PS to donate some chain to secure donation boxes at reception

**Practice Update**

Endoscopy suite – The suite has been running now over several weekends and questionnaire results from patients so far is excellent covering the premises, service and staff. GA expressed concern that patients requiring overnight care after a procedure are not catered for anywhere. This is definitely not a service that The Grange can offer and it is unclear where this service lies.

**AP** – KL to enquire with the commissioners who would provide this endoscopy service.

***Post meeting – KL contacted the commissioners who advised that Mid Yorkshire Hospital hold the contract for endoscopy procedures that require an overnight stay.***

Theatre suite – First use of this facility will be this Saturday 17th May. The theatre has been deep cleaned and microbiological testing is being done today to ensure clinical cleanliness.

Health Inequalities Project – AM updated the group on this project which is being funded through the council for two years from April 2014. (Although if staff are not in place in the first quarter of this year, the funding will be moved forward accordingly). The project is aimed at all health promotions supporting people in areas such as child vaccinations, flu season vaccinations, cytology, family planning, alcohol and drugs. It aims to help individuals as well as families particularly with the counsellor’s help. The project staff will probably hold group sessions in community promotional events. This may not be in our buildings. They will talk with individuals as well as groups of people so would be ideal attendees for the next planned coffee morning.

There is funding for a full time Public Health Nurse, part time counsellor and part time administrator. The post was offered for the nurse post but he withdrew his application so the post has been re-advertised with at least one applicant interested at this stage. The counsellor post has been filled and we are completing the pre-employment checks so hope to have her in post over the next few weeks. The interviews for the administrator have concluded last week so a job offer will be made very soon to the successful candidate.

PRG Action Plan – AM advised that the questionnaire results and action plan are with the CCG but as yet we have had no feedback from them.

**Comments & Compliments**

There was only one comment received since the last meeting – see attached plus comments



**AOB**

Boundaries – RH enquired about the surgery boundaries for patients to register with us. The CCG required us to advertise our boundaries with a view to providing surgery information to patients moving to the area and which surgeries they could choose from. The general rule however is that we accept all patients within a reasonable distance should they require a home visit. We have a defined boundary list on the website where you can enter your post code and it will tell you whether you are within our boundary. If a patient is registered with us currently however and moves slightly out of the boundary, so long as it is a reasonable distance for home visits, we would still keep them on our register.

Bone density scans – It was brought to the attention of the meeting that patient transport was arranged for a first appointment for a scan but was not available to the same patient for a subsequent appointment. It was unclear why this happened.

**AP** – KL to enquire with the reception manager as to how /why patients qualify for patient transport.

***Post Meeting –*       *It is normal practice policy for the GP surgery to book the first ambulance for a first hospital appointment.  Any subsequent hospital visits for the same consultant/department are usually booked through the hospital appointments service.  If the patient books a follow up appointment whilst at the hospital and require transport, they should request this at the time of booking the follow up appointment.***

Car park and Disabled parking – RH commented that just having the one disabled space does cause potential problems for patients still. The Grange intends to re-mark the car park at some stage but funding is still restricting this. PS suggested a notice be put on car windscreens to deter people using the car park that shouldn’t be and this has been used in the past with limited success. It was also noted that cars are parking illegally on Highfield Road causing obstructions on the pavements for wheelchairs and /or prams.

**AP** – GA to contact police /PCSO’s for any advise /help they can offer.

***Post meeting – AM requested a further parking space be allocated as temporary disabled parking with a traffic cone and poster. This will be a standard sized parking space unfortunately but may help some disabled patients as an interim measure until the car park is re-painted. The spot allocated will be the one opposite the pathway where the current disabled spot is.***

Bottom gate locked – PS mentioned that patients might find it easier to use the car park near Iceland/Home Bargains if the bottom gate was unlocked for access that way. If there are concerns re security, this could maybe be restricted to certain hours of the day. e.g 9am to 3pm.

**AP** – AM to mention again at the next partners meeting to request the bottom gate be unlocked.

Shingles Vaccination – RH enquired about the shingles vaccination and who is entitled to have them.

**AP** – KL to establish cohort criteria for shingles vaccinations

***Post meeting – There are two concurrent shingles vaccination programmes on a rolling basis. This year, patients aged 70 on 1.9.14 are in the standard shingles cohort and patients aged 78 or 79 on 1.9.14 are in the ‘catch-up’ shingles programme. The vaccination campaign will start on or after 1.9.14***

Mobile Breast screening unit – apparently the screening unit has been in the area but we have not received notification of when or where it would be. It is also unclear who qualifies for screening.

Ladies toilet at Hemsworth - GA reported that the ladies toilet in Hemsworth reception is not fully resolved. The door handle has been replaced but there is still no lock on the door. There is also a mark on the paintwork in the other cubicle. KL advised the handle had been replaced as a temporary measure and a lock is being sorted.

**AP** – to check with caretaker on timescales for lock and report mark on paintwork to cleaners.

Patient reception screen at Hemsworth – GA reported that one of the patient screens at Hemsworth had switched itself off as there must be a sleep timer set on it.

***Post meeting – reception are aware of this ‘timer’ on the TV which cannot be turned off and staff plus the caretaker currently watch for the message when they pass through that area.***

Care Closer to Home (CC2H) – this was previously in place for our surgeries and known as the virtual ward. This has now been replaced by CC2H and is open to surgeries in the local network. Details provided have shown that around 30% of patients on the list were previously unknown to the services. This is excellent news as these could be patients who were ‘quietly’ not receiving care they needed or slipping through the net for different services.

Ladies club – RH attends a ladies club and shared with the meeting that they had been approached from a lady promoting health care. She was possibly someone from Public Health department and offered weight monitoring, diet sheets, smoking advice etc. She is coming back this week so RH will update us next meeting.

Appointments offered – GA mentioned that on the notice board it advises how many appointments have been offered but it is unclear exactly what the appointments were. i.e GP, nurse etc. Could this be clarified?

**AP** – KL to enquire with reception managers on options.

***Post meeting – reception managers will split the figures where possible.***

Registering with a GP – GA asked for clarification on registering with a GP. Patients can only register with one GP at a time although there is provision for them to be seen by any GP surgery as a ‘temporary’ resident or for ‘immediate and necessary’ treatment. These categories are to cover patients who may be away from home staying with family or on holiday for example and need medical help.

Sharing Data – CC asked whether information and forms are still on reception for patients to make their choice on sharing their records. These forms and leaflets are on each reception and staff are able to help /advise if patients cannot find them.

There are different ways to share data. This can be the full GP patient records being shared into a ‘pool’ of data. Patients can opt to share their GP record but exclude certain areas if they choose. This is then available to other services but only with the patient’s consent. If the patient then attended another service such as a Walk in centre, diabetic clinic etc the patient would be asked their consent to view the GP record. The patient can refuse or accept at that point.

Another sharing of records is the ‘Summary Care Record’ (SCR) where basic patient details (name, date of birth and address, plus medications, allergies and sensitivities are available for emergency care. KL advised though that in life threatening circumstances, emergency care staff can override this consent to the SCR. Further details and paperwork are on the website. [www.grangemedicalcentre.co.uk/electronic-record.asp](http://www.grangemedicalcentre.co.uk/electronic-record.asp)

Location of PRG meetings – GA requested whether a downstairs meeting room could be arranged for future PRG meetings.

**AP­ –** AM /KL to look at options of other room availability for the PRG meetings.

Dr Johnstone as partner – paperwork is ongoing for this.

Dr Sweeney and Crawley – they are currently working half time and no plans at present to increase these hours.

Coffee morning – it was discussed and a date agreed as 1st July 2014 from 10am to 1pm. This is assuming a venue is available and access would be required from around 9.30am to set up the room. Advertising is important for this event and would include posters, patient screens, Grass Roots /local papers and PRG members possibly meeting patients in waiting rooms to invite them.

**AP­ –** GA to enquire re venue availability – possibly the local community centre. To let AM /KL know asap so posters can be arranged.

**AP** – KL to draft posters with details and requesting donations for tombola as soon as venue confirmed.

**AP** – KL to contact Job Centre Plus for speaker regarding benefits

**AP** – AM to contact Age UK who wanted to attend last time but couldn’t due to prior arrangements

**AP** – GA to speak with PCSO’s /Sally Court re attendance plus possibly fire service, Tracy Auty.

**AP** – KL to contact Julian Glover re possibly attending

**AP** – KL to contact foodbank people re possibly attending

**AP** – KL to speak with Michelle Simon re delivering de-fib presentation which was well received last time.

**AP** – all PRG member to consider topics for clinical presentation with a ‘local’ feel to it. The presentation last time by Dr Crawley /Barbara Cartwright on the appointments system was well received.

Further detailed plans will be made at the next meeting on 10th June which will then give us just 3 weeks to the coffee morning date.

PS advised he may not be able to attend the next meeting.

**Date and Time of Next Meeting: Tuesday 10th June 2014 12 noon – 2pm**

**The Grange Medical Centre – room to be advised**

**Highfield Road, Hemsworth**

**Pontefract, WF9 4DP**