

HIGH FIELD SURGERY – PATIENT REFERENCE GROUP

Minutes of the Patient Reference Group held on Tuesday 18 September 2018 commencing at 6.00pm

Present: Chair - (KB).
(DM), (CG), (LW), (MK), (DD), (GB)

Practice Manager - Mike Holmes (MH)

1. Apologies and Introduction

Apologies: (GP), (LB), (MI), (BA), (CA), (DP)

2. Minutes

The minutes of the last meeting 13 September were approved. KB provided an update on raising the operation of Online Pharmacies with both the CCG and NHS. The reply from NHSE indicated they see the model as important to patient choice, which it is, but did not address the threat to traditional pharmacies nor the business practices to obtain business. It was agreed to raise the issue at Leeds PPG forums in the coming months to understand if patients from other surgeries feel the same.

3. Surgery Update

MH gave a brief update on the surgeries role as a training practice. Our current GP registrar (Dr Poulter) is the 3rd recent trainee and the scheme has been a huge success for trainees, trainers and patients. The practice is also in the process of becoming a Nurse training practice which should proceed later in the year. We expect similar benefits but the main aim is to assist the city train more practice nurses given the potential recruitment issues that are already happening citywide.

4. Future of the PPG – Suggested Workstreams/Top 3 Areas

Our PPG group has been looking for areas to become more involved in for a while, one suggestion was the practice suggest the Top 3 areas where the PPG may be able to become more involved. MH briefed the following 3 areas:

- Over the Counter Prescribing. There are to be important changes city wide to prescribing for minor ailments. Details here: (<https://www.leedsccg.nhs.uk/health/campaigns/over-the-counter-medicines-changes-to-prescribing/>) A brief discussion was held around the policy and the potential implications for the practice
- Flu season. A change in NHS policy means the practice (indeed all practices) are restricted in how they can deliver vaccinations to patients aged Over 65 due to delivery restrictions. Although there are no risks to patients, we are a victim of our own success as flu vaccines will be delivered several weeks later than usual for many patients.
(<https://www.highfieldsurgery.com/news/flu-vaccinations-2018/>)
- Survey Results. The practice has lots of current areas where patients review us and provide feedback. These include the Family and Friends test and NHS Choices, The NHS GP patient Surgery as well as social media such as Facebook and Google. Briefly discussed the various routes and how they can be used.
<https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=39711>
<http://www.gp-patient.co.uk/PatientExperiences?practicecode=B86004>

The outcome of the discussion was 2 possible workstreams.

1. Patient Surveys. The PPG can review the various areas of feedback, specifically the GP survey and feedback to the surgery areas for improvement.

Action – Please send any feedback to Kevin Bray by 30 October 2018

2. Communication. There could be a role for the PPG to assist in communicating key generic messages to a wider population (eg Flu background, OTC Prescribing). One area discussed would

be to share social media postings to community groups online which would hit a much wider audience much faster.

Action – It was agreed to set up a working group to investigate further including researching what happens elsewhere with other PPGs in other surgeries. KB and GB interested in being involved, please advise Kevin Bray if you wish to be involved.

5. CCG Training Opportunities

LW distributed the CCG training calendar for patients with a reminder this is free to all, with a reminder that sessions of Co-production training will also be held on 1st November

MH distributed a further reminder of the Leeds Citywide PPG event on 18 October at Headingley stadium.

6. Election of a New Chair

KB has now been in the post for 3 years and invited nominations or self nominations for a new Chair. Please let Kevin know before the next meeting when this will be discussed.

5. Next meeting

Agreed for 29 January 2019 – 18:00

KB thanked everyone for attending

The meeting closed at 7.00pm