

DRS SHAMSEE, WARD, WILDING & ASSOCIATES

**Slaithwaite Health Centre
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Minutes of Patient Participation Group Meeting 14th July 2014

Attendees: Dr James Ward (GP Partner), Kelda Childs (Operational Manager), Robert Bamforth, Irene Chaloner, Ann Middleton, Barbara Wood, Kevin Souter, Jennifer Mackenzie, Andrea Gregory.

Welcome: The group warmly welcomed a new member to the PPG – Mrs Irene Chaloner.

Minutes of Previous Meeting: The minutes of the last meeting on 10th March 2014 were made available for review.

Matters Arising:

- Update on winter pressures – The CCG have confirmed that the winter pressures surgeries will continue for 2014/15. Practices are likely to ‘buddy up’ this time and hold surgeries within localities. Agreed these need to be better advertised this winter.
- Dr Paul Wilding – Confirmation that Dr Wilding has returned to Slaithwaite and is working 3 days per week.
- Online booking – To date 8.4% of the practice population have signed up to use this service.
- Diabetic clinic – Due to work load pressures, Dr Shamsee will not yet be doing any diabetic clinics at Slaithwaite. Our nurses and nurse practitioner do some diabetic work within their clinics. A diabetic specialist nurse is available by referral from the GP. Dr Ward offered himself as point of contact for any diabetic patients wishing to see him at Slaithwaite. He does not do a specific diabetic clinic, but is happy to see patients in his usual clinic hours.

Patient Satisfaction Survey: The surgery is currently carrying out a little exercise to capture patient satisfaction with the services it provides. This is in the form of a short 3 question survey. Six specific groups of patient are being targeted for this, e.g. older people and people of working age.

CQC Requirements for the PPG: As a provider of primary care the surgery has recently had to register with the Care Quality Commission. An inspection from the CQC, rather like OFSTED in schools, is anticipated in the next 12 - 14 months. The surgery will get some notice prior to the visit. The inspectors will wish to speak to the Partners, the Practice Manager, staff patients and members of the PPG. The CQC suggest that PPGs should be chaired by a patient member. Dr Ward and members of the group felt it unnecessary to have a chair in the current small group situation. However, anyone wishing to volunteer should approach Dr Ward. Mr Robert Bamforth kindly volunteered to represent the PPG

and to be available to speak with the inspectors when they arrive. The CQC have published a list of standards that GP practices should adhere to. Dr Ward is confident that the surgery meets these standards. He is not particularly looking forward to the visit, but he doesn't fear it. The visit will be useful for patients and the surgery in the long-term.

New Schemes by the Department of Health:

- Over 75s – All patients over the age of 75 are to be allocated a named GP who is responsible for their care. This does not have to be the person you wish to see, or regularly see, at the surgery.
- Admissions Avoidance DES – This targets patients deemed at most risk of being admitted to hospital in the next 12 months. It aims to try and avoid, or reduce, their admission to hospital or their A&E usage. A risk register of the top 2% of patients has been created using some external Risk Stratification software. These patients are likely to have some form of chronic illness, such as asthma, diabetes or heart disease. These patients will also have a named GP responsible for their care. They will be given access to a same day telephone consultation with a GP where necessary. Written care plans will also be produced for those on the risk register. Dr Ward believes the idea here is sensible, but the implementation will be difficult and the process, at first, could be chaos. Once the scheme is up and running it should be straightforward and very beneficial to patients. The timing for the scheme is very tight. For example, the care plans have to be written by the end of September.

Any Other Business: Mr Robert Bamforth is involved in the Kirklees Autism Strategy Steering Group. Its aim is to help improve the services offered to people with autism and Asperger's syndrome. He informed the group that the only provider in Kirklees has had to close and that they are trying to get some other service up and running. He stated that part of the problem comes in identifying who has autism or Asperger's and that it is often difficult to get a diagnosis. He asked how Slaithwaite Health Centre identifies people with autism or Asperger's. Dr Ward clarified that the practice does not have a specific strategy for identifying patients. GPs will refer patients who present at the surgery on to mental health departments. In general, GP practices aren't actively flagging up the individuals. The strategy group is trying to get a more joined up process. Mr Bamforth asked if Slaithwaite would assist in this process development and Dr Ward was more than happy to help. Mr Bamforth added that things are improving. For example, Kirklees have appointed a specialist social worker for people with autism. However, things are still a million miles away from where they should be and change has to start right at the GP level.

Water Dispenser: Patients would like a water dispenser in the waiting room. Kelda will look into the logistics of moving the dispenser which is currently located in the admin office.

Family Friendly Test: It was asked when the surgery would be starting this test in asking patients if they would recommend the practice to family and friends. As yet, we have not been instructed to commence this, but are aware that there will be a requirement to do so in the near future.

Date and Time of Next Meeting: TBA, but anticipated to be October 2014.