

Minutes of Patient Participation Group on Wednesday 11th April at 17:00

Apologies: Christine Sanderson, MF, MMF, KB

Present: Michael Land (Administrator, MJL), CO'S, BO'S, JM, BJ, JS, KM, MW, CA, WW

Previous Minutes

Minutes recorded as correct. **Action (outstanding):** Haroon Bashir, the pharmacist at our Practice will attend a future meeting to explain his role and the benefits it brings to patients.

CA asked if the adult literacy and English language in Normanton was taken into account when distributing the Annual Survey, which may explain the return rates. MJL noted they weren't taken into account but will be for future surveys run by the Practice.

Practice Achievement 2017-18

MJL shared the outcome of QoF for this year (100%) as well as other key performance indicators for the Practice. We had managed to reduce the number of A&E attendances through our Sit & Wait clinics. The group noted there is no details about the Sit & Wait clinics in the Practice to inform patients about it and there is conflicting messages being sent out by staff. **Action:** MJL to get information out in reception, waiting room, and website to explain appointment system choices.

MJL added the Practice is the best in the district for online access to medical records, being the only Practice that encourages patients to get their records online.

Complaints Summary

MJL shared the summary of the complaints and significant events. Please see attached presentation.

Any Other Business

The group requested to know the current non-English speaking demographic of the Practice and its effect on appointments.

Findings

Main language spoken NOT English: 10%

Total number of GP appointments Jan 2018 – Mar 2018: 13,074

Total number of GP appointments where translation may have been needed*: 823

As a %: up to 6.3%

* This is based solely on the patient not having their main spoken language as not English. There are patients who have English as a second language who do not require translation services.

JS asked to pass on her praise to Lisa in the office for her help (done).

The group noted from the Network Patient Reference Group minutes there were external speakers who should be invited to a future meeting such as Ruth Unwin (regarding Urgent Treatment Centre – Pontefract), Jeannette Miller (self-care engagement), and Briony Hallas (Turning Point talking therapies).

Next meeting will be held on Wednesday 06th June 2018 at 17:00

Future meeting dates:

Wednesday 8th August 2018 at 17:00

Wednesday 10th October 2018 at 17:00

Wednesday 12th December 2018 at 17:00