

# MINUTES

## HIGH STREET SURGERY PATIENT PARTICIPATION GROUP MEETING

Date & Time: Tuesday 17<sup>th</sup> February 2015  
2.00pm – 2.30pm

Venue: Meeting Room  
High Street Surgery

Those Present: P Clarke – Patient  
J Harris – Patient  
E Haworth - Patient  
S Lord – Practice Manager

Apologies: Dr Grayson - GP

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### **Updates**

#### Over 75 Nurse

Sarah informed the group that from April there will be a nurse in post who will look after patients aged 75 and over who live in their own home and are housebound. Julia Miller is attached to Gt Harwood Medical Group, High Street Surgery, Cabin Surgery and Dr Valluri and will see patients who meet the criteria from all these practices.

#### Reception Staff

After several years service Elaine has decided it is time to leave the practice. We are currently advertising for a new staff member to work full time across both sites. We wish Elaine all the best for the future.

#### Carers Link

Carers Link are holding clinics at High Street Surgery every 1<sup>st</sup> and 3<sup>rd</sup> Monday of the month between 8.30am and 6pm. There will be a representative from Carers Link for Carers to talk to regarding any issues they have. They can offer support and signposting to services available to Carers. To make an appointment Carers can call the central booking line 0345 688 7113.

#### Smoking Cessation

There is a Smoking Cessation advisor at High Street each Thursday morning for patients who wish to stop smoking. Appointments can be booked by phoning the central booking number 0800 328 6297

#### Telephones

Sarah informed the group that the quote for the upgrade to the telephone system has come in at £3000. This is obviously a large sum of money and the Partners are hoping that this can be found from the current budget.

## Funding

The practice has applied to NHS England for some improvement funding which has been made available for GP practices to bid for. The Partners have submitted a bid which includes improvements to access to High Street, automatic doors, lower reception counter for patients in wheelchairs, remote access door controls, security system, panic buttons and CCTV, improved outside lighting, patient call board, baby changing station, new seating in waiting room, solid fireproof doors in the consulting rooms to improve confidentiality, as well as new flooring in the consulting and waiting rooms. The practice hopes to hear soon if the bid has been accepted.

## Toys

The Gt Harwood PPG are asking for donations of children's toys which can be easily cleaned for children to play with whilst they are waiting at both sites. These toys will be cleaned daily.

## **Issues Raised**

Patients are unsure when a GP asks them to book another appointment in 1 – 2 weeks whether they should book the appointment at that time or phone back in 1 – 2 weeks. Sarah advised them that they should book the appointment as soon as the GP asks them to so they have a greater choice of seeing the GP they prefer at a time convenient to them.

## **Emergencies**

Sarah informed the group that during each session there is capacity for 2 more appointments to be added to the GPs list, if the patient feels their problem is urgent, cannot wait until the next routine appointment and they cannot attend the sit and wait clinic at Gt Harwood.

## **Recalls**

Eileen asked if patients were called in for reviews. Sarah advised that if a patient has a condition which needs monitoring by a GP or Nurse they will be invited in at the appropriate time, usually once per year. The invites are sent out either by text message, email, telephone or letter. The GPs and Nurse will often review a patient when they have made a routine appointment for another matter therefore it may not be necessary for the patient to be recalled for another appointment.

## **Tests**

The group asked if they could phone to book an appointment for a blood test without seeing a GP. Sarah advised that it was best to phone to speak to a Receptionist to inform us what the test is for, this way the Receptionist can ensure they book the most appropriate appointment or ask a GP / Nurse if there are any specific tests the patient should have i.e. fasting blood test.