



Minutes: **Patient Participation Group (PPG)**

Thursday 9<sup>th</sup> May 2013

7.00pm – 8.00pm @ Speedwell Surgery

**Apologies**

Ms Dee Haigh(Patient) , Amanda Greaves (Patient) , S Akhtar (Patient)

**Those in attendance**

Mr John Bostock (Chair, patient), Graham Purnell (Patient), Susan Lewis (Minute taker, Practice Manager Speedwell Surgery ), Dr B K Jindal (Facilitator and Senior Executive Partner Speedwell Surgery), Dr S Nazir (Partner)

**Minutes of the last meeting:** Thursday 21<sup>st</sup> March 2013

These were read as a true and accurate record

**Matters Arising**

**Telephone**

Still negotiating with the telephone company to progress forward

**111**

Dr Nazir and Dr Jindal explained the organisational structure for 111 and the journey a patient may take if they ring up. Dr Nazir explained one incident in which a patient had rung for a child to be seen within the hour by 111 instructions, but when the child attended they had symptoms for 2 weeks so was not an urgent case, and did not justify an urgent appointment within the hour.

This was just one incident, in Greater Huddersfield, it was felt 111 was doing ok, compared to other areas.

## News From The Practice

### Drs' Rota Changes

Since 1<sup>st</sup> April 2013 there have been a lot of changes to the practice timetable.

Dr Jindal	Reduced his hours now works, Monday, Tuesday and Friday
Dr Stiles	Reduced his hours now works Monday, Tuesday, Wednesday and Thursday am
Dr Haq	Reduced her hours now works, Monday, Tuesday, Wednesday am, and Thursday
Dr Nazr	No change – works Monday, Wednesday, Thursday and Friday
Dr Swift	No change – works Monday pm, Wednesday and Thursday am.

We have a new GP - Dr O Akhtar who started 1<sup>st</sup> April 2013 working Monday, Tuesday and Friday am

### On Call System

Following the results of our questionnaire, with several comments noted about not enough appointments, we are introducing an on call GP each morning, to have an acute surgery and to take telephone consultations/triage/advice, each morning.

This only applies to Speedwell Surgery.

### Health Service

Dr Jindal summarised the changes happening within the whole of the health service, explaining that Speedwell are part of Greater Huddersfield Clinical Commissioning Group, who are responsible for commissioning services in Huddersfield and to service the needs of the patients.

### Next meeting:

**Thursday 4<sup>th</sup> July 2013 @ 7pm Speedwell Surgery**