



Minutes : Patient Participation Group (PPG)

Thursday 9th June 2016

1.00 pm – 2.00pm @ Speedwell Surgery

Apologies

Amanda Greaves (Patient) Dr Sajid Nazir (Annual Leave) John Bostock (Patient)

Those Present

Dr O Akhtar (Partner at Speedwell Surgery) Susan Lewis (Practice Manager, Minute Taker)

(Graham Purnell, patient)

Update On The Practice

Dr Swift and Dr Stiles have left the practice and on the 31st March 2019 Dr Jindal retired.

In the last 18 months, Dr Shazia Ahmed who was a long term locum with us has now become a partner

And Dr Mohbeen who was a The Grange Group Practice has recently joined as a partner also.

The new partners now are: Dr Sajid Nazir, Dr Omar Akhtar, Dr Shazia Ahmed and Dr Mohammed Mohbeen.

We have been training a Nurse Practitioner Rachel Hawkswell who is due to qualify in May this year, and we have just been approved as a training practice. Dr Mohbeen is a trainer who has a GP Registrar, who is with us for a year. Her name is Dr Madiha.

Dr Nazir have been approved as a GP trainer and will have a GP registrar in August. Shortly after Dr Akhtar will also be having a GP registrar. There will be 3 in total.

Dr Akhtar explained what a GP registrar was and what training, exams etc they have to go through to be a GP registrar. We are very excited to become a training practice again. We also have a student nurse and we have 3rd Year Medical Students for ¾ of the year with us .

We have appointed an in house pharmacy for our practice. His working hours are on a Monday, Wednesday and Friday and he attends to all the prescription queries and medication changes etc. This has made our prescribing process more effective and efficient. We are trying to encourage patients to sign up and order their prescriptions on line. We have a 75% uptake at the moment.

Appointment System

We have reviewed our appointment system and we now have a daily on call clinic for one reason emergency appointment. The other clinics running along side are for chronic or routine appointments.

In May 2019 we will be introducing a 5 day embargo appointment system also to help with demand. We are always reviewing our appointment system to try and improve the service we give.

We acknowledge that at times if you want to see a particular GP there is not an appointment for a few weeks .

We also do extended hours weekly which take place on a Monday night. This means GP or nurses, Health Care Assistant appointments are available up until 7.30 at night.

We also explained what the federation “Hub” was in that when the surgery is full, we have access to “the Hub” which allows us to book our patients into which is located at Huddersfield Royal Infirmary in the basement. The hospital, have access to our patients records to enable them to treat them appropriately. The “hub” also has appointments on an evening and on weekends. As well as GP appointments there are also physio appointments. These appointments are booked by the receptionist only.

We recently looked at our frequent patient who did not attend and have developed a practice protocol that if you miss 2 appointments you will receive a letter and if you miss again you will be removed from the list within a 12 month period.

We are getting a new text messaging system called MJOG which enables you to reply to a message. For example if you want to cancel an appointment MJOG will allow this .

The partners are also encouraging receptionist to care navigate patients to see the right person at the right place at the right time. They are encouraged to ask a brief description of the problem when ringing patients ring up for an appointment, to enable the receptionist to get the patient to the correct place ie nurse, GP or possible pharmacist or optician.

Longwood

We are also looking at developing Longwood and are trying to install the same protocols and service we deliver at Speedwell. The new team are looking forward to developing Longwood further.

Staffing

We have a full complementary of staff and we are looking forward and are excited to take the surgery forward and will embrace the future with a positive attitude.

PPG

We keen to get a productive Patient Participation Group up and running again. When MJOG arrives in the next few weeks, we will be actively sending out questionnaire to ask patients if they would like to join our group and obtain feedback when and what time they would like the meetings to take place and what items they would like on the agenda.

Action: S Lewis

Dr Akhtar thanked Graham for attending and will be in touch to take this group forward