**Patient Participation Group**

**Meeting**

**Monday 8th April 2013, Park Road**

Apologies: JH

Present: RH, PW, CD, JD, MK, DW, JG, JA, AB, VR,

Dr IRS, TS, FP, IT

Thank you to all patients who attended. Tremendous turnout.

**Minutes of last** – Agreed

**News**

Dr Hardwick now on Maternity leave. Probably for a full year.

Dr Janet Doore will be joining the practice as cover for Dr Hardwick. Dr Doore worked with the practice previously and left in 2007.

The practice is now fully registered with CQC. Everything in place that needs to be at this time.

**Practice Development Plan** (PDP)

Reviewed by group.

There were several discussion points.

Online prescriptions – Patients will be able to order prescriptions via the practice website from early June.

Patients seeing 90% right clinician first time – this relates to clinician type, i.e. doctor or nurse, not specifically requested staff.

Reception staff to share best practice for communicating appt options to patients. JA experienced unnecessary worry due to unclear telephone message.

RH – When GPs are running late the patients should consistently be informed of this. This would help alleviate patient frustration.

The PDP was agreed by the group as appropriate.

**Clinical Commissioning Group (CCG)**

CCGs have been approved for both Bradford Districts and Bradford City with no caveats. Both CCGs will be managed by the same people.

As far as patients at Parklands are concerned it is business as usual for the next year.

PW – Concerned that patients have not been informed about what this means. The practice will offer a brief explanation on posters in reception areas and on the website.

The CCG want to increase patient group involvement. If any member is interested they should let IT/FP know.

Colin Philpott (CCG Patient Group) wants to vist Parklands PPG meeting. FP to invite to next meeting.

**New Direct Enhanced Services**

1. Risk profiling – relating to those patients at risk of hospital admission.
2. Demetia – to facilitate earlier/timely diagnosing.
3. Patient Online Access – booking appts and requesting prescriptions. Also, access to medical records.
4. Remote care monitoring – Identify area ? for secondary care. ?within CCG.

**AOB**

JG - concerned about local press highlighting safeguarding issues with medical staff. Reassured that Parklands have robust safeguarding policies for adults and children. No need to be concerned.

JG – Can the practice put a system in place which informs patients about opening on Saturday mornings when the weather is extreme. To be discussed.

**Date of next meeting** : Monday 1st July 6pm Buttershaw Lane.