

MINUTES OF THE GROVE HOUSE SURGERY/CHICKENLEY MEDICAL CENTRE PATIENT PARTICIPATION GROUP (PPG) MEETING HELD ON MONDAY 28TH MARCH 2021

ATTENDEES

Mohammed Laher (ML)	Chair
Bernard Nicholson (BN)	Member
Dawn Beadle (DB)	Practice Manager

APOLOGIES

Mike Theaker (MT)	Member
Norma Senior (NS)	Member
Mike Brook (MB)	Member

SERIAL	AGENDA ITEM	REMARKS
1.	Arrival and Refreshments	
2.	Welcome and Introductions	Dawn welcomed everyone for attending.
3.	Minutes of Last Meeting	Agreed
4.	Practice Update	
	Operations	We are now fully operating at our pre-covid level. We have found that our monthly call volume has increased from approx. 8K to 18K calls per month.
	Telephone System	<p>This prompted us to review our call system. We did a snap survey of 300 patients and found all of them had had some difficulty with the getting through to the surgery.</p> <p>We looked at new suppliers and in Oct 21 commissioned a new phone supplier. This system will queue up to 11 patients.</p>
	New Structure	<p>We have reviewed the way we answer the calls, especially in the mornings, our busiest time. We have now split the team down into two teams (Admin and Reception).</p> <p>On any given day we now have at least 6 people answering calls. This enables us to answer more calls within a short timeline usually 5 rings.</p>
	Appointments	<p>We have opened more GP appointments online and all our nurse/HCA appointments are available to book online too.</p> <p>We can now triage and signpost to more appropriate clinicians – not always a GP.</p> <p>All appointments are F2F. The snap survey found that at the moment patients want to be seen F2F. Of course, patients can opt for a telephone call if required. The staff will advise based on symptoms whether they need to be seen F2F or not.</p> <p>We will continue to monitor and review the number of appointments available (phone vs online) and adjust if we find more patients are calling for appointments. The team can book into the online ones if not filled. We believe no-one should have to wait more than 2 days for an appointment although if they want to see a specific Dr then it may be a little longer.</p> <p>We have access to several additional appointments which are delivered by the Federation (CURO Health Ltd) on behalf of all Kirklees practices. These are available in Batley at Cherry</p>

	<p>Staffing – new/retirement</p> <p>GPCPCS</p>	<p>Tree Surgery in the evenings from 1830 to 2130hrs and at Dewsbury Health Centre on Saturdays between 0900 and 1600hrs.</p> <p>As you know Maire and Brian are retiring on 31st Mar 22 and in the interim, we have locums covering their clinics. We have advertised for a salaried GP but thus far have received no applicants. We have a local GP who completes training in September who is interested in the position. The Partners will be interviewing her on Monday. If successful, we will cover all clinics with locums until September. Please bear in mind that locums are fixed on numbers of patients seen (30 per day, no home visits and no on-call).</p> <p>General Practice Community Pharmacy Consultation Service. An initiative, to signpost patients with self-limiting illness such as sore throat, cough, colds to the community Pharmacist. Patients can choose which pharmacy they are referred to. It is hope that this will free up appointments in practice for the GP to see the more complex patients.</p> <p>We hope to start in May and will trial it for a month.</p>
5.	North Kirklees Patient Reference Group	Copy of the minutes from last meeting.
6..	Membership	<p>Discussed the status of membership.</p> <p>Mike Brook would like to withdraw from the group.</p> <p>DB outlined the initiatives in play at the practice to try and encourage new membership. These include:</p> <ul style="list-style-type: none"> • Website • New Patient Registration Forms • Opportunistic <p>Open to ideas as to how we can encourage new membership.</p> <p>Afternote: We currently have 42 individuals listed as wanting to be part of the group. I will send a message out to all parties asking if they still want to be members, outlining the frequency the meetings and ascertain the best days and times for them to meet.</p>
7.	Primary Care Network Update	<p>The PCN has provided the practice with access to the following additional Health Professional roles:</p> <p>2 x Pharmacist working 38 hours across 5 days 2 x Social Prescriber 2 x Health and Wellbeing Coach 1 x Mental Health Practitioner 1 x Paramedic</p> <p>We also have in the pipeline:</p> <p>1 x Dietician</p> <p>Health and Wellbeing Fair. The event will be held on in Wilton Park. Date TBC likely Jul 22.</p> <p>It will be hosted by Batley Birstall PCN with support from</p>

		<p>other organisations such as Kirklees Council, Batley Bulldogs, Yorkshire Children's Centre, BBEST (school hub) and the CCG.</p> <p>Volunteer support would be welcomed.</p> <p>More details to follow.</p>
8.	AOB	<p>BN asked if we had heard about the Council's plan to put in double yellow lines and a cycle lane up Soothill Lane.</p> <p>Action: ML will speak to Council.</p>
9.	Dates for Next Meeting:	Monday 27 th June at 1800hrs

Any questions or queries regarding the subject minutes should be directed to the undersigned in the first instance.

(Signed on Original)

D M BEADLE
Mrs
Practice Manager
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