

PATIENT REPRESENTATIVE GROUP MEETING Bentham Medical Practice Thursday 10 December 2015

Present: Lorraine Crossley, Tony Hudson, Judith Nicol, Gerda Southwell, Bronwen Osborne, Sandra Kay, Jonathan Scott, Lin Barrington, Mairi McKirdy & Sharon Rucastle.

1.Apologies from Julia Sant, John Sant, Andrea Tuohy, Jill Noble, Lyndsae Lister & Dr Morgan

2.The Minutes were approved

3.Matters Arising

Bronwen raised the meals on wheels. The poster has gone from the surgery and she explained that the referral has to come from a GP. It was agreed that it is an important service, a new poster is to be supplied and Bronwen will send the details to the surgery for circulation to all the GPs who may not be aware of how to refer patients as we have recently had new GPs in the practice.

Lin raised the subject of extra care housing following the closure of the Abbeyfield and Burndale. It is proposed that the old Primary School site is used for sheltered accommodation by North Yorkshire. They have put the contract out and have 6 potential partners to develop the site. Things being considered are the demand for such housing in Bentham, potential staffing and whether they should be to purchase, shared ownership of rental properties.

Lorraine has written an article about the way the surgery and doctors services have changed over the last 40/50 years for the next What's Up Doc. A copy was read out to the meeting and Lorraine was thanked for preparing the article. (A copy is attached to the main minutes).

Defibrillators at Bentham

Jill could not attend the meeting but sent her update via email to the secretary. John & Jill met with Laraine Sullivan who has set up the Ingleton Defibrillator Programme on the 2nd December. Laraine provided useful copies of documents and some contacts as well as explaining some of the funding options.

The Town Council have agreed 2 sites, Bentham Medical Practice and The Town Hall. John has applied for defibrillators for these sites. They feel this is a sensible approach as they wish to ensure they set up a 10 year plan with sufficient people actively involved in the community; including a guardian for each AED who will check it regularly.

The PRG need to spread the word and dates will follow for interested parties to meet in the Town Hall.

5.Correspondence

Jonathan has forwarded details of a potential new member of the PRG, a gentleman who has recently become a patient of the practice. Lorraine will telephone him and discuss it further.

Sedbergh PRG have contacted us to suggest that one or two of them meet with one or two of us to see what we are both doing and if there are any best practices and ideas to share. Lorraine and Sharon are to discuss possible dates after Christmas.

6.Questionnaire

Jonathan provided copies of the results for Ingleton and comments to the meeting. The results are very similar to last year. Jonathan commented that some of the positive comments could be attributed to the work and suggestions carried out by the PRG members, including dropped kerbs (Thanks to Tony Hudson), Information provided (Thank you to John Sant for all his hard work with the displays in Bentham Surgery), The calling back of patients when the diary is not ready for a particular appointment. These all add to

patient satisfaction. The one statistic which has not improved is knowledge about the PRG. This is to be placed on the agenda for next year.

7. Web Site Feedback

Judith commented that the amount of information on the Web Site may be overwhelming but that overall it is excellent. One or two housekeeping matters were fed back to Jonathan who thanked Judith for an excellent job which is very important.

8. Patient Feedback

There was no patient feedback this month, which we took as a good sign as it is human nature to only provide feedback if it is negative.

9. Aims for next 12 months

Communication/Education of patients as although a lot of effort has been put into this so far, we are still getting misunderstandings.

Raise the profile of the PRG.

Defibrillator Programme

CCGs

10. Jonathan's Information

There have been two new salaried Lady Doctors appointed, Dr Rebecca Brandwood who will do 4 sessions per week starting on 21st December and Dr Heather Walker, also who will do 4 sessions per week and who starts on 8th February. Both ladies live fairly locally.

A new part time receptionist has been appointed, this with some shuffling of roles ensures that everything is fully staffed.

The new NHS initiative for patients who are deemed to be most likely to need emergency hospital care was discussed. There are 150 patients on the High Admin list at Bentham and the rules are that these patients must have the ability to speak with a Dr on the same day. Jonathan pointed out that all of Bentham Health Centre patients have the ability to speak with a Dr on the same day. Any recommendations for these patients are already in place.

11. Dates for 2016

A list of expected meeting dates was circulated. Sharon pointed out that should more be required they could be arranged.

The dates are; 11th February, 31st March, 5th May AGM, 7th July, 8th September and 10th November. Please, please ensure that the secretary has items for the agenda prior to the meeting agenda being sent out the week before the meeting. This ensures that all important matters are included and that time does not run out.

12. Items for next Agenda

Questionnaire feedback

The date of the next meeting will be 11th February, items to Sharon by 4th February please.

