

St Martins Practice

Patient Group Meeting Minutes

20-10-16

WELCOME

6 pts attended, plus Camilla Hawkes and Dr Jonathan Adams for SMP

Apologies received from: 1 pt, plus Sukhi Lall from SMP

MINUTES FROM MEETING – UPDATE

Staffing levels

A replacement ANP has now started, Sharon Dawson. She has just under a year to go to complete her training & is settling in very well. We are now fully staffed, clinically. There is a patient leaflet “our clinical team”, on website. In admin team w have one vacancy as someone leaves tomorrow. Interviews are being held on Friday.

Phone answering

We have just last week started a trial of some software which gets information out of our phone system about how long callers have been waiting, how many calls have been answered, etc. Action Camilla to bring some sample reports to the next meeting. Thank you to the patient group who have got this piece of work moving.

Vitamin D

Leaflet was updated.

PREMISES

Links with local schools / community groups

Art work would be great if it could be done by local schools / Inkwell etc. If any member of the group is interested in “project managing” this for us then that would be much appreciated.

Should consider all schools within SMP boundaries

Bracken Edge used to have artist studios within its buildings

What about children who are registered with the practice – getting them in for a workshop?

Priority services for the new community room

We should consider each segment of our patient list and see how the space can be used to support them. For example: carer’s Leeds, people isolated from others, young people

Approach organisations already placing workers in SMP to see if they could additionally make use of the community room for group work (CAB, smoking cessation, Northpoint, Connect Well, etc)

Could be used for providing lifestyle advice which SMP currently does individually for example to people recently diagnosed as being at higher risk of getting diabetes.

Invite (local) services eg health visitors, Carer’s Leeds, Alzheimer’s cafe

Expert Patient programme – currently does not have a local venue

Will “more than just a coffee morning” move in? May not be large enough for Zumba

Chair based exercise

The booking administration is new work for SMP which will have to be considered
Will a charge be made for groups using the room to cover costs?
Will it be open longer than 8.30-6? How would it work if so ?

IT, how it can be best set up

Aspirations is to have tablets (rather than laptops, better for infection control) available for public use in the waiting room, as part of a resource centre. This would enable us to support pts to go online. May not be possible to fund. Consider re-vamped second hand equipment. [Note: SMP is already achieving the national target of 10% pts to have online access, most use it for ordering prescriptions which is great. The challenge now is to effect a change towards booking appts online, and looking at results / records online.]

Free Wi-Fi is a must

SMP would need to have staff available to deal with any faults – do we have the capacity?

TV system: current one (called Life Channel) is loved & hated in equal measure. The need for such a system to help address confidentiality issues (ie masking people's conversations at front desk) is much less. However some people do like to watch it, and if we had a more responsive system (eg SMP could easily put their own films / content on it) then it is good way to disseminate information. Action Camilla to find out which systems are in use across Leeds, and R may be able to review them. Criteria would be: ease of use, responsiveness of service, content (local content preferred). Another option is simply to have the TV on.

Play area: the infection control issues discussed. We could consider: chalk wall; providing paper for colouring; floor projector like they had at The Mansion. Action Camilla discuss with infection control nurse, nearer the time.

Decoration: SMP area to be differentiated from the other floors. To use calming colours. Should have an NHS feel. Nearer the time: draw up options and have a staff/ patient vote.

Other discussion points: could we have exercise bikes in the waiting room?

ANY OTHER BUSINESS

"More than just a coffee morning" has recently won a £2000 grant which will fund its continuation for some time. This has been highlighted in the Connect Well newsletter. Camilla to forward it.

G updated the group on her health campaigns. She has attended 2 Health & Wellbeing Board meetings, 2 open meetings at Leeds North CCG. The West Yorkshire Sustainability & Transformation Plan (STP) is currently being written, ostensibly to demonstrate how quality will be maintained but really is how they are going to cut services. 9For example hospital closures – not so much in Leeds but across west Yorkshire so there will be significant impact). There is lip service being paid to pt engagement and consultation. The STP has to be complete by today because the deadline for services to be recommissioned is end December. G recently attended a health campaign conference with 90 people. CCGS may be reorganised into Accountable Care Organisations.

Message to Patient Group: (1) shout for engagement (2) Ask that leaders tell the public how it is, don't spin it (eg don't dress cuts up as quality improvement)

Next meeting : Weds 18/1/2017 12-1.30