

Killinghall Medical Centre
43 Ripon Road
Killinghall
Harrogate
HG3 2DG
Tel: 01423 505828



Jennyfield Health Centre
Grantley Drive
Harrogate
HG3 2XT
Tel: 01423 524605

28-30 King's Road
Harrogate
HG1 5JP
Tel: 01423 560261

Dr Moss and Partners Patient Participation Group

Minutes of Meeting held on Tuesday 26th March 2019 **St Roberts Centre, Harrogate**

Present:

Philippa Bogle (Chair), Claire Saunders, Mike Harris, Malcolm Bottomley, Dr Leach, Tricia Smith, Freda Roach, Steve Chapman, Sherlita Gilliland, Chris Gilliland (minute taker), Helen Meechan, Kate Benito, Justin Parks

Apologies:

Elaine Flanagan, Janet Baird, Sue Rees

Action points from last meeting:

- The electronic data from Living Well is to be issued.
- Philippa will attend the next Practice Meeting.
- **Action point:** Rota to be drawn up for these meetings (Mike/Philippa/Claire).
- Andrew Jones - MP attended the Practice and left fully informed.
- PPG is to have a volunteer who will join NAPP.
- Our network practice PPG's will be involved in our Schools outreach for younger members.
- Minutes proposed by Steve and seconded by Malcolm.

Practice Update (Dr Leach):

The CCG has promised to assist the practice in acquiring new premises.

Staff changes – Ian Burton is covering for Laura Thwaite (HCA), Dr's Greaves and Hodges back from maternity leave and Jean our Nurse Manager is leaving. Sadly Rachael will also be leaving us. There will be a new junior Doctor from August.

GP contracts are being renewed with a host of extras such as extra paramedics, physiotherapist, pharmacist, social prescribers, and physician associates. On line appointments are to increase to 25% of the total and all patients who register with the practice from 1st April 2019 will have full online access for their prospective medical records (not historic).

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Strategy strands feedback:

Malcolm suggested we use a similar type of software to gather feedback as the hospital does by phone - Claire to look into this.

Mike will contact Paul regarding his meeting with Claire.

Health and Safety awareness to be carried out by PPG.

Action Point: Rota of volunteers to be gathered – Tricia reported back on Strand 3 progress; specifically the intelligence gathering that she and Philippa had worked on. Dr Leach gave answers to questions raised for next steps'.

We watched a short video on the future of GP Practice.

We discussed venues for future meetings, possibly The Manor House or St. Andrews in Starbeck.

Any other business:

Try to give an explanation as to how the appointment system is worked out as the number of patients complaining about waiting times is getting worse. Just why is there a two or three week delay in getting appointments? A simple answer to the question, number of doctors average per day equal number of 10 minute slots equal number of patients' average per day.

Action points decided:

- Meeting attendees were asked to consider the roles of NAPP representative and Vice-Chair. All those interested should email Claire by 16th April.
- It was agreed that PPG representation at the Partners' meetings, once a quarter, should be on a rota basis from the membership.

The meeting ended at 8.05pm.

Next Meeting date – Wednesday 22nd May 2019

Ref PPG M 9.2 CG