

Killinghall Medical Centre
43 Ripon Road
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Tel: 01423 505828



Jennyfield Health Centre
Grantley Drive
Harrogate
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Tel: 01423 524605

28-30 King's Road
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Tel: 01423 560261

Dr Moss and Partners – Patient Reference Group

Minutes of the meeting held 29th November 2016, Westcliffe Hall at Kairos Church

Present: Practice Representation
Chris Watson, Business Manager
Claire Saunders, Patient Services Manager
Dr M Leach, Senior Partner
Dr M Bray, Partner
Sister Jean Croft, Nurse Manager

Group Members
James Springell – Pharmacist from Kings Road Pharmacy
Robin Tipler
Joanna Barker
Ian Clark
Lorraine Wray
Adrienne King

Actions Points from Previous Meeting

Chris Watson introduced the meeting. There were few actions from the previous meeting to discuss.

Chris Watson and Claire Saunders presented to the group regarding the following:

- **CQC**
The recent “Good” CQC Inspection at Dr Moss and Partners – the full report can be viewed on the CQC website or the practice website

<http://www.drmossharrogate.nhs.uk/2016/08/23/cqc-inspection-2016-practice-receives-good-rating/>
- **Management and Staffing Changes**
Chris went through all the changes since the last meeting – advised the group that up to date clinical staff list shows on our website (with the exception of GP registrars as they are only with us for a short period of time but management will look at putting on going forwards). Introduced

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Claire Saunders who joined the Practice in June as Patient Services Manager and all staff present introduced themselves and explained what we do in the practice.

<http://www.drmoos-harrogate.nhs.uk/practice-staff/>

- **Processes and System Updates**

Iplato – Chris outlined the new SMS service that we are proposing to use going forwards – explained that this has multiple uses as can be used for general reminders, recalls for checks and vaccinations, sending out information, to cancel appointments, etc and both patients and the practice should benefit. The service is also available as a mobile app which can be used as an alternative to patient for booking appointments online (easier login details). It was questioned whether patients could see results of tests online, explained that this service is currently available if patient is set up for Online Access – see website or reception for more details. This allows the patient to see a Detailed Coded Record and shows the results however not always interpretation so should be viewed with caution in some cases.

- **Carer's Resource/Dementia Forward**

Carer's Resource come and work in the practice every Tuesday afternoon at Jennyfield Health Centre.

Dementia Forward come and work in the practice every Wednesday morning at Kings Road Surgery.

- **Appointment of a PRG Chair**

We discussed the need to have a chair for the group – this was discussed at the last meeting and we asked for volunteers however we did not receive any at the time.

The Practice have already been in contact with Philippa Bogle who is a member of the group and she has expressed an interest in being Acting Chair. Claire Saunders circulated Philippa's profile at the meeting and it was agreed unanimously that Philippa would be perfect for the role and Philippa has accepted this role.

- **Structure of the PRG, Terms of Reference, Ideas for Discussion at future Meetings**

Claire distributed some PRG Terms of Reference as a starting point as there is little structure to the PRG and everyone agreed it would be good to have more focus going forwards. With this in mind we split into groups and did some work around what topics and items we could include in future meetings to ensure that the group is useful and has a purpose. Some of these ideas were:

- PRG suggestion box at each site.
- Friends and family test, suggested we should distribute the questionnaires better around the building with clipboards and pens. Claire explained that friends and family can be submitted via our website and we can use IPlato for this too? Perhaps members of the group could

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assist with getting these questionnaires completed in the practice? James from the pharmacy suggested we could sign post the Friends and Family Questionnaire on the right hand side slip of repeat prescriptions.

- Suggested we move the hand gel closer to sign in reception – Practice to address this.
 - Seasonal campaigns – summer travel service, winter flu service – to discuss these services in advance at the PRG to see if there is anyway the group can support the practice and if there are any suggestions to refine current services.
 - Discussed the changes being made to diabetes service which will be rolled out in the next few months (to arrange for blood screening and initial checks to be done at a separate appointment so that the nurse has all the relevant information available when doing the diabetic check). To discuss at further meetings.
 - It was suggested we display posters in the waiting area asking patients to confirm how they would like to be contacted by the practice (SMS, telephone, post).
 - Helpful healthy hints on website and overall tweaks to site – such as signposting for young people with mental health issues, tips for new mums, how to tackle headlice etc.
 - Medication and prescribing – how we can help to save our practice money (by using more over the counter preparations such as Ibuprofen, Paracetamol to reduce prescribing costs)
 - Complimentary and alternative medicine – what is available out there locally?
 - It would be useful to have a future meeting around the local health community, CCG, funding, how we spend out budget
- **Future Meeting Dates**
It was discussed whether to have meetings once a quarter or term time (3 per year). It was felt that the practice could prepare a newsletter for in-between which can be distributed to the whole group (as a lot of members are virtual members who wish to be involved but cannot attend the meetings).

It was suggested that some of the meetings should be different times and locations to try and encourage different demographic members to attend so that we get a wider voice.

Suggested date for next meeting Tuesday 28th February 2017 18:30-20:30 (18:15 arrival for coffee) at venue TBC