



**Patient group Minutes**  
**Thursday 21/7/16 12.30-2pm**

<b>Item</b>
<p>Introductions &amp; apologies 5 patients present plus Camilla Hawkes (Practice Manager) and Sukhi Pall for the practice</p>
<p>Minutes from last meeting Recruitment update: Dr Lucy Crosland now started work and settling in well. The Advance Nurse Practitioner that we had appointed is not now going ahead with the employment so we have had to readvertise. Interviews are to be next week. Disappointing, and means practice is further delayed in reaching full staffing.</p>
<p>Premises update All going well. Planning permission now granted. Two successful patient events on June 7<sup>th</sup> (for patient group) and July 7<sup>th</sup> (for all pts). Approx. 40 pts attended the second event to see draft 2 of the current plans which now have a ground floor reception – following feedback from the first event. The planning stage is continuing rapidly now; work to start in September/October and will take one year. We would like input from patients about the internal room layouts and will provide an additional PRG meeting in September to discuss this. Date TBA.</p>
<p>Phone answering A member of the group has raised concern about how long it takes the phone to be answered, as she has had difficulty getting through on some occasions. She has compiled a list of questions including “how many people fail to get through, and hang up”. Other members of the group said they had not had a problem. Camilla welcomed the challenge and explained that the phone system did not currently provide her with adequate data to be able to answer all the questions. When the phone system was purchased (5 yrs ago approx.), Camilla did request and purchase an option to receive data on call numbers etc. However this has proved unworkable (there needs to be special data extraction, then putting it in to excel, then manipulating the data – it’s too time consuming). However as a result of this challenge Camilla has been back in touch with the phone company and there may be a more workable option now available within a reasonable price range. <b>Action:</b> Camilla will be following this up and will keep the Group informed.</p>
<p>Low Vitamin D By co-incidence there have been media reports this morning about low vitamin D levels and the need for the general population to take vitamin D supplements.</p>

The work at St martins has been ongoing for a few months anyhow , and concerns how we follow up patients who have a blood test which shows low vitamin D. We have written a new Patient Information Leaflet which the group is asked to comment on.

**Action Camilla:** use plain English in the leaflet to describe the number of units of vitamin D to take. Put more info on website about vitamin D.

#### AOB

Leeds north CCG pubic board meeting on 27-7-16 will have a Chapeltown focus. 2pm at Leafield House if anyone would like to attend. [The group discussed the various meetings which the CCG holds for patient involvement. The joint patient group meeting has folded since the retirement of Paul Storey and there is now work going on to replace it with a virtual solution, specially designed for the purpose. There have been 2 workshops on this so far which one of the SMP group has attended. Agreed that next monthly update would ask for anyone else who was interested to attend. Much CCG business happens at Council meetings of all the members (ie practices). It may be helpful to use the SMP monthly patient group update to give information about what has happened at Council meetings]

Patient Survey: the latest quarter of the national Ipsis-Mori patient survey is out. On the website you can see and compare all the data locally and nationally, by surgery. SMP results are good usually in the top third.

Camilla gave an update of what is happening locally. There are 6 practices in the Chapeltown locality of Leeds North CCG (SMP, Newton, Westfield, Chapeltown Family, The light, Woodhouse). The largest of these practices has 12,000 pts, but most are much smaller – together they have 30,000 pts. and they have been collaborating for several years. Small practices may be under threat in the future due to the drive for the NHS to have fewer larger contracts. IF NHS England wants to contract only with groups representing 30,000 pts or more, then Chapeltown is working to be ready for this, but at the same time retaining the best of what we already have.

#### Locality projects:

- Diabetes Service: we have recruited a Diabetes Specialist Nurse who is working with practices to improve the knowledge and skills. As a result we are see far fewer pts having to travel to see specialist teams. This project is being noticed and recognised.
- Workforce: working more closely with adult social care, mental health services, community services (eg District Nurses) to address workforce issues we all share such as recruitment, retention.

#### Future meeting dates

- A new September date to be announced by the end August. This to be purely about premises: to get PRG input into the planning of the room layouts.
- Thurs 20th Oct 2016 5-6.30
- Please note that the meeting date previously advertised as 19/1/17 is being re-arranged for another date that week, more info to follow