

Dr Christine A Clyde, Family Doctors
5 Austhorpe View Leeds LS15 8NN Tel: 0113-260-2262 Fax: 0113-232-8090

Patient Reference Group 29/01/15

Present: Dr Clyde, Jacqui Coleman, Lisa Whitehouse, Sam Chappelow Mr K, Mr C, Mr&Mrs N and Mr O'

YOC – Discussed new scheme focusing on particular conditions(our practice has chosen diabetes) at the patients annual review the patient will have more information regarding their condition such as results of blood test and a leaflet that they complete with any questions or goals/targets they would like to set. The group were given copies of the letters and leaflets to look at and discussed the wording and design, all felt it was easy to read and understand.

Process explained – initial appointment with Lisa for health check foot check and blood test. Then results will be sent by post to the patient prior to their next appointment. Then at the final appointment with the nurse this is for a full Review and to discuss any questions or goals/targets the patient has set.

Poster will be going up on the new notice board informing all patients of this new scheme.

A question was asked who was entitled to a health check, all 40-74yrs are entitled to a NHS health check, all patients within an at risk group have an annual check so do 75+ patients when informed of their named GP, but all patients can request a health check this would be authorised by the GP.

Winter pressures- Our surgery has joined with Manston surgery to offer our patients a Saturday Morning session over the winter period December – March to try and relieve some pressure from A&E. Patients informed they will see Manston Surgery GP's or Dr Clyde depending on rota.

Friends and Family- This is a new scheme asking patients to complete a quick survey regarding two questions this scheme is being offered across primary and secondary care. The group were given a survey card to view and some completed. Results will be displayed in the surgery each month.

AOB

The New GP surgery was discussed, informed group that Manston surgery and Church View surgery are the two surgeries that will be occupying the building.

The group asked if a new GP is to be appointed to work on a Friday. No GP has been appointed yet but the surgery is putting locums to work on a monthly basis to assist with continuity for patients.

It was also mentioned that we inform all receptionist of the next PRG meeting because when a member phoned regarding the recent meeting the member of staff wasn't aware of the meeting.

The group was informed that the next PRG meeting will be held in April 2015 and a letter will be sent out in due course.