

**Patient Participation Group
Meeting held on 5th June 2018**

Present:

AH, JB, JT, RA, RN

Practice:

BC, SS

Virtual Members:

JB, AN, DC

Apologies:

AJ, YG

Absent:

N/A

1 **Apologies for absence**

Apologies received from both AJ and YG

2 **Minutes of last meeting:**

Approved by JB and seconded by RA

3 **Membership:**

A virtual member (Roberta Irvine) has left the group. Thanks have been given for her support by AH.

ACTION (all): To encourage new membership for PPG.

4 **Virtual Membership:**

As above

5 **Treasurer's Report**

AH in absence of Yvonne Gledhill (Treasurer): The total balance as at 05.06.2018 is £468.53

6 **Newsletter/leaflet/website:**

Newsletter/Website: BC reported that due to a new staff member starting 11.06.2018 there will be a fully staffed admin team going forward and so therefore the team will have time to work on the website.

RN noted that he thought there were excessive use of colours and too much text on the homepage. He also thought there needed to be larger text for those with impaired eyesight. Feedback from Patients is required.

ACTION (BC): Admin staff to commence work on the website.

Notice Board: JB updating info files A-K but cannot find the L-Z files. JB made a list of what is missing regarding mental health.

ACTION (BC/JB): JB to let BC know when the file updating is complete and JB to liaise with BC regarding her list of what is missing.

7 **PRGN & GHCCG, FFT meetings:**

Thanks were given to everyone for attending the Town Hall; we were the only group with a display board.

AH tabled "Project Time Together" in Denby Dale and noted a request to get involved with their service users.

A gardening project was also mentioned called "Growing Works". Practice Manager (BC) would need to be involved in referring any patients.

It was noted that as a practice we cannot endorse or advocate either projects.

With 2 display boards storage space is required.

ACTION (BC/PPG): Take on suggestion to purchase a folding display board.

8 **Waterloo Practice Information:**

BC addressed the questions raised in the last meeting as follows:

Same day appointment online booking (7.30am): BC has asked for this to be changed to 8.00am and will ensure this occurs.

List of when GP's are sitting: Yes, this is on the website and on the leaflet.

Extended Access: Run through the Federation, information leaflets are available in the waiting room, Waterloo Practice have changed their weekly extended access from 3 doctor clinics to two doctor clinics and one HCA/Practice Nurse clinic.

GP Extended Access Clinics at HRI run by Local Care Direct: Reception staff can book into Local Care Direct hub clinics, which use a room on the hospital site – these are GP clinics. Capacity is limited at present but due to increase in October 2018. The limited capacity means that there is no guarantee that an appointment is available for us to use as 37 practices have access to the hub appointments.

From April 2018: Phlebotomy being offered at the surgery on a patient choice basis, for those path tests generated by the practice. If patients need test for consultants they would not be able to have the blood test at the surgery. We have limited availability in the mornings approx 9am – 12pm.

Podiatry continue to use a room on Thursdays at the practice but this is run by LOCALA and we have to refer into podiatry and they manage their own appointments.

Liaison with staff team: SS to stay for the whole meeting in her role as liaison with the staff team.

ACTION (BC): To discuss SS attending meetings, the dates and rota with the Reception Team Leader.

Questions from friends & family: See previous minutes, the form has been amended with the one question "Have you been able to express your concerns fully today".

Pharmacy Scheme: Pharmacist will be commencing in June and posters are to go up advertising the new Pharmacist. The GP federation My Health Huddersfield has organised for 10 hours a week of pharmacist time for this practice funded from PMS monies, working collaboratively with other practices. The practice are funding another 10 hours a week. The pharmacist will help manage patient transfer to dosettes where appropriate

Repeat prescription telephone line: About 20 patients so far have expressed real concerns that they will not cope without a telephone service. These patients have been written to and have for June and July permission to telephone in while their request for special consideration is considered by the clinicians. This allows the practice to prioritise the vulnerable patients ensuring they have telephone access which was previously being blocked by those not vulnerable. Proxy access is a very good option for a number of vulnerable patients.

9 Correspondence

JB noted an email received in May saying that a patient had rung the surgery for blood results and was asked to call back between 3.00 – 6.00pm. However, the website states they should call between 11.00 – 3.30pm. BC to look into this and offer her apologies.

ACTION (BC): To look into information on the website regarding best time to call for blood test results and amend as appropriate.

10 Communication

Patient has made contact via an old email address – BC to check email on website is the generic one.

ACTION (BC): BC to check email on website is the generic one

11 Fund Raising

JT looking into use of Kirkheaton Church to hold fund raising activities and the associated costs. Ideas for activities are; quizzes, afternoon tea, fancy dress, songs from the shows. Timeframe is Saturdays and weekdays. JT volunteered to co-ordinate. RA offered to support her.

ACTION (JT): To check availability of Church rooms, look at dates in August/September and work towards Christmas.

12 Any other business:

Monitor request: AH has received a request from one of the GP's for a monitor which is used for detecting atrial fibrillation.

PPG awareness: RA noted that he had spoken to 20 people today in his time in the waiting room as part of PPG awareness week and has 4 potentially interested parties so details are to go out to them. People have also signed up for online access. RA designed a form to collate how many people are seen during the week and how many have signed up. It has been distributed to everyone via email and has been printed.

Photos on screen: Are the photos of PPG members off-putting to younger people looking at the screen.

ACTION (All): Look at the outcome of this week's PPG awareness and look at having a group photo.

GDPR(General Data Protection Regulations): NAPP newsletter advice regarding GDPR for PPG's - specific, minimum, removal, inform, secure, clarify, information.

ACTION (All): To click on the newsletter and read the piece on GDPR.

Email addresses of virtual members is included and these members have already given consent.

ACTION (AH): To email everyone regarding consent to keep information and query whether the practice is to be the holder of the electronic info for PPG.

When we discuss with patients ensure you speak to them regarding obtaining permission for their details being received.

ACTION (All): Standing item on agenda regarding members names being used in the meetings, also not able to use names of people discussed without permission being sought each time.

Pilot for Online Consultation: This will hopefully support the NHS self care agenda by asking users details of their problems and navigating them to other service providers, the practice is applying to be one of the five practices in the local pilot.

ACTION (BC): To put something together for Online Consultation Pilot when there is more information available.

Meeting ended at 8.10pm

ACTION POINTS

- All:** To encourage new membership for PPG
Look at the outcome of this week's PPG awareness and look at having a group photo
To look at the newsletter and read the piece on GDPR
Standing item on agendas regarding member's names being used in the meetings also not able to use names of people discussed without permission sought each time
- AH:** AH to email everyone regarding consent to keep information and query whether the practice is to be the holder of the electronic info for PPS
- BC:** Admin staff to commence work on the website
Take on suggestion to purchase a folding display board
To discuss SS attending meetings, the dates and rota with the Reception Team Leader
To look into information on the website regarding best time to call for blood test results and amend as appropriate
To put something together for Online Consultation Pilot
- BC/JB:** JB to let BC know when the file updating is complete and JB to liaise with BC regarding her list of what is missing
- JT:** To check availability of Church rooms, looking after August/September and working towards Christmas