

**Patient Participation Group**  
**Meeting held on Monday 8<sup>th</sup> October 2018 at 6pm**

**Present:**  
AH, AJ, JB, JT, RA, RN, YG, PG, BW

**Practice:**  
BC

**Apologies:**  
JD, SS, ME

Virtual Members: DC, JB, AN

Election of Secretary AJ and Treasurer YG, no one contested the vote was unanimous that both posts be retained.

**1 Apologies for absence**

Apologies from SS, it was noted that JD did not send apologies, AH to contact.

**Action Point:** AH to contact JD.

At this point in the meeting we were joined by Kelly Chadwick from My Health Huddersfield Ltd

Kelly was here to discuss the Extended Access Scheme

My Health Huddersfield is a federation of 37 GP practices in Huddersfield covering a population of approx. 246,000 patients. They are delivering the Primary Care Extended Access Scheme for Greater Huddersfield CCG area which started 6 months ago and includes 1 HUB site at HRI and 18 satellites (GP practices) of which Waterloo is one.

The service started by offering GP appointments (no practice nurse appointments).

All HUB appointments at HRI in Lindley are available to be booked through a patient's GP practice and are available from 6.30-8.30pm Mon-Fri and 8.45am-5.15pm Sat & Sun. GP satellite centres offer appointments across the week Mon-Sat.

Physio appointments have more recently been added at the HUB at HRI on Wed, Thur & Sat. These are booked by your GP after a clinical review and for urgent problems only.

Further expansion means that Phlebotomy appointments are now also available at HRI through the HUB for Sat 9am-1pm. These appointments should only take 6mins. The patient must take the pathology form, obtained from their Practice, with them to the phlebotomy appointment.

Patients can access appointments at the HUB for 'out of hours' appointments. Surgeries will also offer them as an option if a patient is requiring an appointment that day or on a specific day and there is no capacity at the surgery. GP appointments through the HUB can be made up to 2/3 weeks in advance but there is no text reminder service.

The HUB is based in the lower ground floor where General X-Ray is based.

As discussed at our last meeting we suggested further treatments that could be offered through Extended Hours and gave the list to Kelly.

These could include: eye appointments, hospital pharmacy being open longer for people whose appointments run past the pharmacy open times, x ray, physiotherapy, speech therapy.

**2 Minutes of last meeting:**

Minutes of last meeting approved by YG and seconded by RA.

Action points from last meeting:

Red Bag – this has been passed onto the CCG to look at publicising. The idea is that people know what would be needed to take into hospital if an ambulance was called. See Item 13.

Telephone messages – is there a way to bypass the lengthy messages at the beginning of the call? No cannot jump past messages as these do change and are there for the importance that they carry.

RA asked if there was a procedure in place if something happened as had had happened to a neighbour, where she had contacted her Dr (not our practice) for prescription but then had not been seen for a couple of days and was found and died. BC said this is very sad but difficult for any practice to manage, as patient would have to provide next of kin or carer contact – at what age should that be a requirement of patients? and contacts can change so constant updating is required.

**3 Membership:**

No-one taken up Membership Secretaries role, AH to continue.

**4 Virtual Membership:**

No change to membership. The VMs were invited in to this meeting as our AGM but no one attended.

**5 Treasurer's Report**

The total balance as of 06/10/18 is £620.98. The book table is still a steady source of income.

There needs to be a notice for book table saying children must not play with the books.

**6 Newsletter/leaflet/website:**

**Newsletter:** Still on hold.

**Website:** AJ to arrange a meeting through BC.

**7 Notice Board & Information Files:** There are 2 new items on the notice board.

We need a notice on the TV screen informing patients about the info files.

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

AH mentioned having more information regarding Individual Funding Requests if anyone wants to look at this please email AH. The group asked the CCG how they do the Day to Day work.

HRI will remain open with an Accident and Emergency facility for people that travel to HRI themselves, all Blue Light Ambulances will go straight to CRH for treatment. There will be no reduction in the size of the hospital or a new hospital built on the site. Discussions took place about the possibility of Kirklees Council building a new hospital in Mirfield. No further news on this yet.

9 **Waterloo Practice Information:**

BC gave out FFT sheets and discussed the results. It is apparent that no one posts comments from the website. Podiatry will no longer be offered in the practice from December. The podiatry service is run by LOCALA and they are reducing their clinics. Podiatry are no longer taking referrals for social nail care and will discharge patients who have been having this treatment from January 2019. Patients can source other podiatry services at Huddersfield University, other private podiatry providers or a new service being developed by Age Concern. All these will make charges for their services. The service will continue to be delivered at Mill Hill for those with more complex foot health issues.

10 **Correspondence**

No correspondence.

11 **Communication**

No communications on email address or in box. We are receiving junk emails JT to ask the senders to stop as appears to be a marketing company.

12 **Fund Raising**

This will be a Pie and Pea supper with Linthwaite Village Band playing for an hour. Prices and availability have been sourced for Parish Hall £58 for 3 hours 6.30-8.30pm on Sat 1 December. The band will cost £100 for the hour, the music will be general and Christmas, asking band to play from 7.30pm. AH said both are provisionally booked. Maximum numbers in the hall are possibly 50-60, we then discussed would the church be larger and JT said yes could hold 100 but unsure of date availability.

We would also run a raffle, but if in the church we would not be allowed to sell or draw the raffle tickets.

Discussion re Pies and where to get them from or due to H&S would be best getting someone in to do catering?

JT and AH to research Pies and outside catering.

Would we still need our own Public Liability Insurance or is this covered by the premises?

It was decided we needed a separate group to meet for planning the event:

JT, JB, YG, AH and AH to meet 1<sup>st</sup> Nov at 9.30 at the practice.

BC was asked what we should be raising funds for this year so we can advertise when we start selling raffle tickets in Nov at the Self Care Awareness sessions.

**Requests for good raffle prizes**

- BW offered Wine
- JT offered Chocolates and would speak to Huddersfield Giants again.

**Action Points:** JT to contact Giants re raffle prize.

BC to suggest what PPG are raising funds for this year.

JT & AH to look at where to get pies or outside caterers used by others.

13 **Any other business:**

Self Care Awareness Weeks starting 12 November for 3 weeks.

A rota was created and AJ to send out via email.

**The PPG can publicise during Self Care Awareness Week:**

- Extended Access Scheme
- What Carers need to have in a red bag
- Personal Contact details in case of emergency (best person not necessarily a relative)

**Action Point:** AH and AJ to meet to put together a leaflet to be handed out during Self Care Awareness Week.

Waterloo PPG GDPR Policy submitted and approved.

RN mentioned that Huddersfield Crematorium is closed for 2 months and all funerals are being sent to Elland.

**Action Point:** AJ to email out rota for Self Care Awareness Week.

AH & AJ to produce leaflet for Self Care Awareness Week

14 **Date of next meeting: 3rd December at 2pm.**

**Meeting ended at 8.30pm**

Everyone in PPG

**Send content to be included in newsletter to AJ, including training, meetings, news, events, etc**  
**All PPG members to let AH know of any points for discussion either at meetings or when the PRGN agenda and papers are circulated.**

Reply to emails when received using **Reply All** action so that everyone knows who has replied.

All PPG members to look at all notice boards whenever they are in practice and if any literature is out of date or inappropriate then it be taken down and handed to reception staff. If on the Carer's Count notice board then receptionist should be told to pass to Karen or if general notice board pass to Julie.

Suggestions of further activities to be run.

Keep book table tidy when in.

Continue to bring books in. More books needed.

If any member of the PPG collects posters or notices that would be useful information for patients that could be incorporated into the files, please leave at reception for the attention of JB.

**All:** To encourage new members for PPG

**AH:** Contact JD

**AH & AJ:** Produce Leaflet for Self Care Awareness Weeks

**AJ:** ~~Email out Self Care Awareness Rota~~

**JT:** To contact Giants re raffle prize.

**JT & AH:** To look at where to get pies or outside caterers used by others.

**BC:** Give suggestions of what we are raising funds for this year.