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**Patient Participation Group**  
**Meeting held on Monday 16<sup>th</sup> April 2018 at 2pm**

**Present:**

Angela Hunter (AH) – Chair  
Ann Jones (AJ) - Secretary  
Yvonne Gledhill (YG) - Treasurer

Jill Benn (JB) - Notice Board  
Raymond Newsome (RN)  
Roger Armitage (RA)

**Practice:**

Siobhan Sandy (SS)

**Virtual Members:**

Roberta Irvin (RI)  
Debra Cunningham (DC)  
Johanna Barry (JoB)  
Ann Norbury (AN)

**Apologies:**

Brigid Collinge (BCp)  
Joan Toulcher (JT) – Communication  
Monitor  
Joan Dickinson (JD)

**Absent:**

1 **Apologies for absence**

Apologies from BCp, JT and JD

2 **Minutes of last meeting:**

Approved YG seconded RA

3 **Membership:**

No-one taken up Membership Secretaries role.

We have advert on screen asking for new members as we only have 8 members.

No changes to present membership.

4 **Virtual Membership:**

No change.

5 **Treasurer's Report**

The total balance at 15<sup>th</sup> April not including today's collection of book funds: £439.90.

BCp purchased baby scales £456 and the clinician trolley £300. YG has refunded BCp £756.

6 **Newsletter/leaflet/website:**

**Newsletter:** Still on hold.

**Website:** AH looked at various websites and wondered which host the practice used as there were some very different looks. AJ confirmed it was the same host, therefore the practice website could look different if a **lot of time** spent on it. BCp has filled the vacancy internally, this should free up Peter's time to spend some time on website issues. RA's nephew was not able to offer assistance.

**Notice Board:** JB has updated the board and is now going to go through the 2 folders, one folder is missing. SS asked to look for it.

**ACTION POINT:** SS to look for missing file.

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.

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

PRGN report sent out prior to meeting. Due to the public's response to a questionnaire HRI has been chosen to offer extended opening appointments. If a patient rings the practice for a same day appointment and none available, then receptionist has access to the extended appointments at HRI.

Podiatry clinics at Skelmanthorpe and Meltham were to be closed but due to public response they will remain open.

8 **Waterloo Practice Information:**

Did the PPG realise that same day appointments could be booked online at 7.30am?

Is there a list of which Doctor is sitting, at what times, on what day?

Examiner not sending in reporter for presentation on 18<sup>th</sup> April, AH has submitted report.

The group requested that SS be in attendance throughout the meeting as she is the link between the practice team and the PPG. She will be aware of what is happening in reception and patients views through discussion with colleagues and aware of the PPG's discussions making it a 2-way process. AH to ask BCp.

At the last meeting the PPG were asked to look at creating 3 questions to ask for FFT. AH stated that the CCG are reviewing and will be changing FFT – should we look at producing the questions? We discussed and decided we would produce a question for the next month's FFT.

***Have you been able to express your concerns fully today?***

***Yes – Please specify*** with a box to fill in

***No – Please specify*** with a box to fill in

**ACTION POINT:** SS to use new question for next FFT.

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AH to ask BCp if SS can stay for entire PPG meeting and occasionally offer admin support to type up minutes.

9 **Correspondence**

No correspondence.

10 **Communication**

No communications on email address.

11 **Fund Raising**

Discussion regarding further fund-raising activities and the lack of full membership and physical ability of those available to undertake the organisation of table top type of event. SS to ask practice staff if they would be willing to assist if we were to run such an event. Once we know if we can have the support of the practice team then the PPG members will research indoor venues. Car boot not possible as no venue, unless there is a large car park. Insurances could range from £60 upwards as a one-off event. Until we know what we would be running and what is involved no reason to get quote.

**ACTION POINT:** JT to look into costs of hiring Parish Church hall and advice from friend on fund-raising activities.

SS to ask practice staff if they are willing to assist if we run fund raising activities.

12 **Any other business:**

Blood testing at HRI is taking in excess of 60 mins no matter what time you arrive. Mill Hill only offer this service on a Monday and Thursday on an appointment basis but you can usually get an appointment easily. There was a discussion as to the reason that the doctor may request a patient to attend HRI rather than Mill Hill?

Public Awareness of PPGs event is being run at Huddersfield Town Hall on 10<sup>th</sup> May at 1730 – 1930 as a drop-in session. The PPG need to produce advertising materials saying what we do and what we have done to support out surgery. A small sub-group is meeting to put this together. Volunteers needed to attend the event. AH, AJ, JD & JB have volunteered so far.

PPG Awareness Week 4-9<sup>th</sup> June – volunteers needed to be in waiting area of practice. The materials we produce for the above event will be on display in the waiting area for as long as possible before our event in June, so we have a talking point when in the practice. We need to encourage patients to join the PPG.

**ACTION POINT:** AH, AJ & JB to produce materials for Awareness Events

AJ to send out email reminding people of presentation event on the 18<sup>th</sup> April at 1pm.

to send out email for rota for Public Awareness Event 10<sup>th</sup> May.

to send out email for rota for PPG Awareness Event in practice during the week 4-8<sup>th</sup> June.

13 **Date of next meeting: 4<sup>th</sup> June at 6pm.**

AJ away for this meeting – SS asked if admin support can be available to type up minutes.

**Meeting ended at 3.45pm**

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**ACTION POINTS**

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 PPG** **Volunteers for Public Awareness of PPGs event at Huddersfield Town Hall on 10<sup>th</sup> May at 1730 – 1930**  
**Volunteers for PPG Awareness in practice during the week 4-9<sup>th</sup> June.**

**AH** to create items for display for Awareness Events.

to ask BCp if SS can stay for entire PPG meeting and occasionally offer admin support to type up minutes.

**AJ** to send out email reminding people of presentation event on the 18<sup>th</sup> April at 1pm.

to send out email for rota for Public Awareness Event 10<sup>th</sup> May.

to send out email for rota for PPG Awareness Event in practice during the week 4-9<sup>th</sup> June.

to create items for display for Awareness Events.

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**JT** to look into costs of hiring Kirkheaton Church hall.  
ask friend for advice on raising fund activities.

**SS** to look for missing PPG information file.  
to create new FFT question.  
to ask practice team if they would be willing to help the PPG run a fund-raising event.