

**Patient Participation Group**  
**Meeting held on Monday 15<sup>th</sup> April 2019 at 2pm**

**Present:**  
AH, AJ, JB, YG, JT, RA

**Practice:**  
BC

**Apologies:**  
RN, BW, ME, PG, JD, IW

Virtual Members: DC, JB, AN, CH

**1 Apologies for absence**

Apologies from RN, ME, JD, IW & BW. Nothing heard from PG, AH to contact RN has resigned and joined another practice. We thank him for all the work he has done whilst with the PPG. BW has decided to take a leave of absence and will return when she can.

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

**2 Minutes of last meeting:**

Minutes of last meeting approved by RA and seconded by JT.  
All Action points from last meeting have been completed.

**HEALTHWATCH**

We were joined by Clare Costello from Healthwatch who gave an insight into the working of the organisation. They have been in operation 6 years, every Local Authority has a Healthwatch. The purpose is to talk about health and social care services. They visit Care Homes and talk to Carers. They offer basic health checks ie Blood Pressure, BMI, etc. This is an information and sign posting service, with a website for feedback. Feedback can be given on the website on services or GP practices. Providers can leave feedback, then reviews go onto website. Kirklees and Calderdale rely on volunteers. Working with SWY Partnership. If people highlight an issue Healthwatch investigate, eg Single Point of Access has had complaints on mental health. The scheme is running until the end of April. Feedback from practices, ambulance, police and adult social care. Tracking takes place every 6 months, but phone calls are made every 2 – 4 weeks to check on views of the service. Wheelchair services were complained about due to time taken, they received negative feedback, therefore an additional £1.2m has been put into the service to deal with the backlog. At the moment they are looking at the NHS 10-year plan, asking how the plan would be delivered locally. They run regional events. A very informative session, Clare was thanked and left.

**3 Membership:**

No-one taken up Membership Secretaries role, AH to continue. IW attended as observer, is now a full member. AH thanked everyone for confirming that their personal data is recorded and kept by AH. AH asked how we ensure everyone was OK with data being kept, it was agreed by a show of hands that everyone at the meeting agrees, rather than sign another form. We sign into the practice premises log and we are on the minutes. AH will be resigning her post of Chair and as an active member of the PPG from Sept but would still like to be considered a VM. All present members were asked to consider becoming Chair, no volunteers. **Action Point:** All PPG members to consider the role of Chair in preparation for AH's resignation.

**4 Virtual Membership:**

No change.

**5 Treasurer's Report**

In YG's absence AJ reported that the total balance as of 15/04/19 stands at £1243.58. YG thanked AJ for taking over the finance duties. The book table is still a steady source of income and since last time has raised £63.67 which is included in the current total. BC found an envelope containing £47.00 which was from the raffle ticket sales in December. This amount is also added to the total. BC has purchased 2 Atrial Fibrillation machines at approx. £99.00 each. Dr Nazareth is trialling currently and Dr Frankland wants to use the other one. The PPG have asked BC to ask the Doctors to review for the next meeting, to see if the practice is wishing to purchase more. **Action Point:** BC to ask Doctors to review the Atrial Fibrillation machines for the next PPG meeting, with the aim of deciding if more need to be purchased.

**6 Website:**

NS has updated the website with the PPG minutes and NAPP newsletters. Last time a question was asked was it possible to amend the colour of the website as this was a request made by a patient to AH. AH and NS have been corresponding. NS has changed the colour to red on white but AH still wondering if there will be an issue. CCG to be asked by AH. **Action Point:** AH to ask CCG re accessibility colours on website.

7 **Notice Board & Information Files:**

A request was made for info about Epilepsy to be on the notice board, BC has been given 2 cards which are on the surgery notice board. JB told she can move to our notice board. JB also going to look for leaflet to put in our information folder.

**Action Point:** JB to update file and notice board giving information regarding Epilepsy.

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

The next network meeting in April will be looking at the 10 Year Plan and not a normal meeting.

9 **Waterloo Practice Information:**

From 1<sup>st</sup> April EPS - Electronic Prescription Service is to run UK wide and to include Controlled Drugs.

Phase 4 means that any patient that does not have a named pharmacy will receive a token to take to the pharmacy of their choice. They will no longer be able to collect a signed prescription.

Community Plus is present in the practice waiting room every 2 weeks handing out packs of information about local services. So far 72 packs over 6/7 visits have been handed out.

New urine sample kit that includes a cup, a syringe, a tube and an envelope, this will replace the tube that is used currently, BC gave each PPG member a pack and asked for feedback. These will be for specific tests ie Diabetes, not general tests.

The practice is to have a one hour telephone call with CQC on 8<sup>th</sup> May in line with the CQC new inspection regime.

The decision as to whether to visit the practice or not for a full inspection will be made following the telephone call.

The practice has about four weeks to prepare for the telephone call having been given the questions that need to be responded to in the telephone call. Practices have to expect to have these calls annually with onsite inspections at least once every five years.

Due to staff changes, no consideration on changing the title of receptionists now.

FFT feedback is now being offered by text messaging whilst the paper feedback forms are still available in the reception area.

10 **Correspondence**

A letter received from Barclays re Tax status of PPG, AH spoke to Barclays and they have agreed that we are a small community group and not liable for a tax return, we should not receive in future as not appropriate.

11 **Communication**

One item passed to JB. Advert from Kirkheaton 50+ good companions club.

12 **Fund Raising**

No activity at moment. PPG members asked to come with ideas for December fund raising at our next meeting in June.

**Action Point:** All PPG members to come with ideas for fund raising in December.

13 **Any other business:**

Patient Awareness Week – our PPG notice board is to be changed for this week, showing items of interest to patients, rather than have a separate notice board.

Updated Survey given out, suggestion to reword area asking about seeing Doctor. AJ to look at other surveys and modify.

**Action Point:** AJ to send out rota.

AJ to change survey.

JT Community Voice certificate to be renewed. Just a formality on the 29/04/19.

Presentation of Atrial Fibrillation monitors to Dr Ishan. Photo taken and AH and AJ to work on notice to be sent to Examiner.

14 **Date of next meeting: 17<sup>th</sup> June 6pm.**

**Meeting ended at 4.05pm**

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**ACTION POINTS**

**Everyone in PPG**

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

**To consider the role of Chair in preparation for AH's resignation.**

**To come to June meeting with ideas for funding raising activity in December.**

- AJ:** ~~to update patient survey.~~  
~~to send out rota for Patient Awareness Week.~~
- AH:** to contact PG.  
~~to ask CCG re accessibility colours on website.~~
- JB:** ~~to update file and notice board giving information regarding Epilepsy.~~
- BC:** to ask Doctors to review the Atrial Fibrillation machines for the next PPG meeting, with the aim of deciding if more need to be purchased.