

[Type here]

**Patient Participation Group**  
**Meeting held on Monday 6<sup>th</sup> August 2018 at 2pm**

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

**Practice:**  
SS

**Apologies:**  
JD, BC, ME

Virtual Members: DC, JB, AN

1 **Apologies for absence**

Apologies from BC, and JD.

2 **Minutes of last meeting:**

The virtual members need adding to the minutes for the last meeting and to also add JD to list of attendees.  
Minutes of last meeting approved by RA and seconded by RN.

3 **Membership:**

No-one taken up Membership Secretaries role.

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

Two new members (PG and BW) observing today's meeting of PPG.

**People we have spoken to about the PPG during the Awareness Week:**

48 Asked, Yes – 25, No – 13, Not recorded – 10

**Joining the PPG:**

9 so far, we have 2 as observers attending this meeting, 4 no reply, 1 has moved away, 1 already signed up and 1 thought it may be too much work.

Other feedback included from the people that were asked was that they had work commitments, too busy, not interested, did not agree with the PPG as they felt doctors should make decisions.

**Other comments made:**

Could we have pencils and paper for children in the waiting room?

Presentation of information/leaflets for the visually impaired, dyslexic.

**Online:**

Several people not using the services for appointments and repeat scripts or lack of equipment and knowledge.  
Appointments not long enough.

4 **Virtual Membership:**

No change.

5 **Treasurer's Report**

The total balance as of 06/08/18 is £501.12. The book table is a steady source of income.

6 **Newsletter/leaflet/website:**

**Newsletter:** Still on hold.

**Website:** AJ will be updating website on 7<sup>th</sup> September for the PPG (this has now changed to Oct as new secretary starting in Oct who will have responsibility for website update). It is currently up to date with the correct dates all in order. To comply with GDPR the full names of PPG members have now been removed from all minutes and will no longer appear on minutes.

**Notice Board & Information Files:** JB has updated the A to Z files for the leaflets; we need to find more leaflets for other agencies e.g. social care and mental health services. Jill was thanked for her work on these files.

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

8 Points from the last PRGN meeting were discussed. It was agreed that, where appropriate, PPG members would attend other local events as PPG reps. It was also agreed that donations may go to affiliated good causes providing clear information was given that funds were being specifically raised for this use.

9 **Waterloo Practice Information:**

See item 10.

10 **Correspondence**

No correspondence.

11 **Communication**

No communications on email address or in box.

12 **Fund Raising**

JT has been making enquiries at the Church – around £40 per hour for Kirkheaton Church, look at doing this in September. JT to enquire about public liability insurance. November/ December could have a pie and pea night with a brass band. Possibly an Afternoon Tea and raffle as an idea.

**Action:** JT to feedback cost and availability for the Kirkheaton Parish Hall.

AH to follow up re-brass band with BC

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

[Type here]

13 **Any other business:**

Waterloo GDPR Policy – we do not need the signing in sheet just for the PPG all agreed. Storage of Data will be discussed next time when the GDPR policy has been completed.

Website area – discussed. My Health Huddersfield – extended hours discussion, services they could include could be eye appointments, blood testing, hospital prescriptions, x ray, physiotherapy, speech.

Red medicine bags for patients or paramedics to take into hospital when they go into hospital – would be interesting to know how many bags we would need.

Telephone line message – people have said this is too long and could there be an option for going straight through to the person you need to speak to instead of listening to all the messages again when you are calling back.

Self-Care Week 12<sup>th</sup> to 18<sup>th</sup> November; could have someone demonstrate the health apps. Need to find apps speak to the Nursing Team and Doctors to find out which ones they would recommend – SS to email BC with this suggestion

Leaflets to be found for the A to Z folder:

Child Health

Asthma

Arthritis

Men's Health

**Action:** AJ to produce provisional GDPR policy

AH to take enquiry re-Red Bags back to CCG

AH/SS to liaise with BC re-practice staff suggesting apps for Self-Care Week

14 **Date of next meeting: 15<sup>th</sup> October at 6pm.**

**Meeting ended at 3.45pm**

---

**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:** To encourage new members for PPG

**AH:** ~~To take enquiry re-Red Bags back to CCG~~

~~To follow up re-brass band with BC~~

**AJ:** ~~To produce provisional GDPR policy~~

**JB:** To continue updating the leaflet A to Z folder when SS has found leaflets

**JT:** To enquire about Public Liability Insurance held by Parish Hall and to feedback on availability of Kirkheaton Parish Hall.

**SS:** To email BC with suggestion for health apps that doctors and nurses would recommend, find leaflets discussed with JB for the A to Z folder, create cover for this folder 'Information for patients prepared by Waterloo PPG'

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

**AH/SS** To liaise with BC re-practice staff suggesting apps for Self-Care Week.