

Patient Participation Group
Meeting held on Monday 5th February 2018 at 6pm

Present:

Ann Jones (AJ) - Acting Chair/Secretary
Yvonne Gledhill (YG) - Treasurer
Joan Toulcher (JT) – Communication Monitor
Jill Benn (JB) - Notice Board
Roger Armitage (RA)
Joan Dickinson (JD)

Practice:

Brigid Collinge (BCp)
Siobhan Sandy (SS)

Virtual Members:

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

Apologies:

Angela Hunter (AH) – Chair

Absent:

Raymond Newsome (RN)

1 **Apologies for absence**

Apologies received from AH

2 **Minutes of last meeting:**

Approved RA seconded YG

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.

It was agreed that the circulation email list used would be PPG members only and not include the Practice Team as they get every email and due to workload, they do not get chance to read them and they fill their email boxes and many are not necessarily for their notice. A separate group email has been created for just the Practice Team, which will be used if information that is being sent to PPG members should also be sent to the Practice Team.

ACTION: AJ to send email explaining. Use the word URGENT if needs to be looked at immediately.

4 **Virtual Membership:**

No change.

5 **Treasurer's Report**

The total balance at 5th Feb including calendar sales, raffle monies and contributions as well as book club funds of: £1151.29.

Income from calendar and raffle ticket sales:

Breakdown:	Calendars	455.00
	Raffle	198.00
	Donation	200.00
	Book/Previous	
	Balance	<u>298.29</u>
		<u>£1151.29</u>

We have received a large box of jewellery, some of which were included in the raffle prizes, but a larger quantity was not, holding onto until next raffle or event where we need prizes. Thank-you letter has been sent to T Whitely.

Thank-you letters have also been produced for RN's friend, Tesco's Manager and Eorl Crabtree for their contribution to the prizes.

We have received a donation of £200.00 from a patient (J Whitty) to purchase the baby scales. Thank-you letter also.

BCp given permission to order both the baby scales and the nurses trolley keeping in mind we wish to keep £200-£300 in reserve. Potentially the baby scales 299.99 + VAT trolley 450.00 + VAT. YG will refund BCp once invoice received.

ACTION POINT: BCp purchase baby scales and trolley and notify AH/AJ when received.

6 **Newsletter/leaflet/website:**

Newsletter: Still on hold.

Website: The meeting took place with AJ and RN attending. We looked at other practice websites The Grange quite clean. BCp said a vacancy has been advertised and this should free up Peter's time to spend more time on website. AJ and RN noticed that a lot of practices no longer accept telephone requests for appointments or repeat prescriptions except for vulnerable patients. BCp stated that there is still an issue in identifying them as not always on their records. The group were asked what we think about removing telephone requests, still offering the drop-in paper based. Online is available and has been advertised on waiting room screen for quite a while. Training has been given (even though the last session no-one attended), also WiFi is now available in the waiting room. 'The only possible problem now is that the patients could be too busy looking at their devices to notice their names come up to go to the room.'

A discussion took place on whether the PPG members could help if an email or text message was to be sent to the 2000+ patients who had signed up for online, many of whom were not using the system. The text message needs to stress that they should be ordering prescriptions online and not using the limited telephone service which should be for those unable to use the internet.

Notice Board: JB overseeing and updating as necessary.

ACTION POINT: All PPG to review other practice's websites for ideas. **RA** says his grandson may be interested in gaining experience, he will ask. **AJ** offered to go into the practice to updating website details if other avenues don't happen.

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

No feedback as AH not present and there have been no meetings.

8 **Waterloo Practice Information:**

Care Navigation to be launched 01/03/18 – 3 management staff and another 10 reception staff to go through training, ensuring all reception staff who answer telephones will receive the full certified training. Online testing, if failed at first attempt there are 3 attempts, all fully funded. The idea is that staff will encourage patients to give reason for calling then refer if necessary to appropriate service eg Pharmacy, IAPT, Gateway to Care, Opticians, Podiatry or Incontinence. The screen will have prompts for staff. There will be a standard telephone message available, to be placed on the telephone system, to be recorded by a doctor telling the patient that this is the system and if the patient would give the receptionist the requested information. There will be publicity in the Examiner as well as posters in the waiting area.

The surgery's pharmacist (not funded) works 2-6pm to be invited to attend an afternoon meeting but may not be able to attend. Funding available for in-house pharmacist 60% of funded time needs to be face-to-face. At present the current pharmacist cannot prescribe they are undertaking training, therefore not seeing patients at the moment. It means that the present pharmacist (set on as a temporary arrangement) may not be suitable to meet the funding requirements. Once the position is clear then the practice's pharmacist will be asked to attend a PPG afternoon meeting.

Why doesn't the surgery give blood tests? BCp: We do offer for a few patients that have a long-term condition but there is no funding. A number of practices have technicians/clinicians attend to perform phlebotomy services which is funded at the moment but funding is being withdrawn for these services.

BCp: Still to do: telephone consultations and urgent same day appointments to be available online. Online appointments are not available for nurse's appointments, as the only way to do this would be hold separate clinics which is a massive job and could be confusing online.

Could the telephone message when the surgery is closed be changed, as at the moment it says the only way to cancel an appointment is online, can an option to leave a message be made available.

JT is attending a follow up Community Representative meeting on the 13/02/18 to renew her certification. No cost. Siobhan Sandy to give F&F results. The doctors suggested that there be 3 survey type questions each month. We looked at the results for January on the white board and discussed.

The results for Jan 2018: Extremely likely 20, Likely 16, Neither 4, Don't know 2 = 42 responses.

Who is responsible for keeping the pathway around chemist clean/tidy, as due to the rear entrance door being broken it has been the only access from car park for patients. BCp clarified that the landlord had responsibility for the grounds to the building and recent winds had probably created the collection of litter down the side of the building. A recent visit by the landlord's agent had allowed BCp to highlight this as a problem.

ACTION POINT: BCp amend telephone 'out of hours' message.

BCp once baby scales and trolley in surgery let AH know so that we can organise publicity.

PPG give suggestions what survey questions could be on F&F.

SS to email AJ F&F tests for circulation to PPG.

9 **Correspondence**

F&F letter left in book club box, passed to SS for inclusion in results.

10 **Communication**

No communications on email address.

11 **Fund Raising**

Out of 100 calendars there are only 2 left one to be given to Eorl Crabtree and one to Tesco's. Suggestion of approaching the Dram Centre in Rawthorpe/Dalton or Kirkheaton Parish Church for use of hall if we wish to run an indoor event.

Maybe join up with other practices. Would need to look at what insurances we would need, if children involved people would need DBS checks. Suggestion for summer event: Car Boot, Table Top event.

JT also has a friend who fund raises and will ask advice.

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

AJ to look into requirements eg insurances etc.

12 **Any other business:**

None, all covered above.

13 **Date of next meeting: 16th April at 2pm.**

JT away for this meeting

Meeting ended at 8.20pm

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.

All PPG to review other practice's websites for ideas.
assist in recommending how the practice can manage the huge reliance on the telephone ordering?
give suggestions what survey questions could be on F&F.

AJ ~~to send email explaining. Use the word URGENT if needs to be looked at immediately.~~
to look into requirements eg insurances etc if we decide to run an indoor event.

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

BCp amend telephone `out of hours' message.
once baby scales and trolley in surgery let AH know so that we can organise publicity.

SS to email AJ F&F tests for circulation to PPG.