

MINUTES OF PATIENT PARTICIPATION GROUP
MEETING HELD ON
THURSDAY 24th September 2015

Attendees: 26 Patient Attendees, Kirsty Farrar(KF) (Assistant Practice Manager)

Apologies: 4 Patient Apologies Claire Broome (Practice Manager)

Minutes: (LD)

Chair: (SE)

Distribution: Surgery Website

Item	ACTION
<p><u>Welcome & Introduction</u></p> <ul style="list-style-type: none"> • The Chairman welcomed everyone to the meeting and thanked them for taking the time to come along. He thanked the Practice for making the room available for the meeting and providing refreshments. • He went on to introduce the officers who had been elected at the last meeting and also reminded everyone of the fire and evacuation procedure. • A Practice Statement has been produced. The Secretary is to liaise with the Practice to ensure the statement is available on the Practice web site. In the meantime, Stuart briefed all present on its contents by reading through the document. • As we progress it is likely that we will have reports from individuals attending various forums/seminars etc. on our behalf. Could those who are responsible please ensure that reports are sent to the secretary before our meeting. • Stuart asked that we only have one speaker at a time please. 	<p>LD</p>
<p><u>Minutes</u></p> <ul style="list-style-type: none"> • Minutes of the meeting of 30th July 2015 (published on the Practice website in the PPG section) were accepted as a record of the meeting. 	<p>LD</p>

<p><u>Matters Arising</u></p> <ul style="list-style-type: none"> Nameplates had not been produced. The Practice will provide these, list of names to be sent to Kirsty. <p><u>Practice Update</u></p> <ul style="list-style-type: none"> Dr Myerscough and Mrs Broome were unable to attend the meeting, however Kirsty Farrar and Emma Woodall, stood in for them and provided us with an update of practice activity. We have two new doctors at the Surgery, Dr Jennifer Bracher - Registrar and Dr Laura Roberts - Foundation Year 2. We also have a New Student Placement, Charlotte Myles - Physicians Associate Student. Physician associates support doctors in the diagnosis and management of patients. They are trained to perform a number of roles including taking medical histories, performing examinations and diagnosing illnesses. Invitations are being sent to patients who are eligible for flu vaccination. Surgery has joined the Wakefield Council Safer Places Scheme. This is a voluntary scheme which aims to assist vulnerable people with learning disabilities, autism and dementia feel safe when travelling independently. Vulnerable people who are members of the scheme carry a Safer Places Card with their name and the details of up to three people that can be contacted in should their support be required. Following the Dementia audit and recommendations a number of projects have been completed. New signage, new toilet seats, new clocks in the waiting room and new display boards have been installed. Some 203 memory assessments have been completed on patients “at risk”, <p><u>Group Terms of Reference / Draft Constitution</u></p> <ul style="list-style-type: none"> Stuart appraised all present of the contents of the Draft Constitution and the groups terms of reference. The Secretary is to ensure that these documents are available in the PPG section of the Practice website. 	<p>LD/KF</p>
<p><u>Group Terms of Reference / Draft Constitution</u></p> <ul style="list-style-type: none"> Stuart appraised all present of the contents of the Draft Constitution and the groups terms of reference. The Secretary is to ensure that these documents are available in the PPG section of the Practice website. 	<p>LD/SE</p>

Membership of Group

- The Constitution details the membership of the group at 20, this needs to be examined as it is likely that blanket emailing the whole database of email contacts is likely to bring about a large attendance, too big to accommodate.
- Meg Andrews raised a question regarding family representation as elected officers. It was agreed that only one family member could be available for election as an officer.
- A discussion took place on the group producing a newsletter separate to the one produced by the Practice. No decision reached but discussion to be carried forward.

LD/SE/JW

Clinical Commissioning Group (CCG) Update

- Sandy Gillan gave a brief introduction informing everyone how he became involved with the CCG. He started via the Cancer Partnership Group and evolved to the CCG and as no one from or practice was attending, he became our voice on the group. He said that he personally is delighted with the service he receives from our practice, however, we all have the right to raise questions about care. He has been involved with the CCG for two years and he is confident that if we continue to get the PPG moving we can contribute to improving patient experience.
- There are 43 other patient groups in our area and some are really well organised and have been given funding to complete projects.
- Macmillan Information and Cancer Support Centre is now open within Pinderfields Hospital and is there to give confidential information support to everyone.
- Care and Quality Commission (CQC) are carrying out audits of practices in our area, College Lane Surgery are expecting to be audited but no date has been set.
- The question of age was raised, few young people attend PPG meetings. This is a problem for other groups also, all groups are looking into ways of attracting younger members. Paul Hartley offered the use of one of the

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Churches for evening meetings if that was felt appropriate.

- It was asked if there are any groups linked to hospitals in a similar way to surgeries. The general opinion was that there are none that anyone is aware of.

Any other business

- Fred Darlison raised a query on out of hours visits and recalled how it used to be many years ago with everyone knowing the doctors and the doctors from the practice making out of hours visits. He thought the Surgery had progressed in most areas but out of hours visits wasn't one.
- Kirsty said that out of hours visit calls go to a service provider. They do not always result in a visit by a G P. Kirsty will provide details of the number of out of hours calls made.
- The practice recognises that out of hours is a problem. A & E departments are over-burdened, A & E doctors are dissatisfied and looking to leave. The out of hours experience varies in different areas.
- Seven day working is an ongoing subject being worked on by the practice.
- Everyone registered with the Surgery has a designated GP, reception will be able to tell you the name of your designated GP.
- Adrian Mosby is concerned about the difficulty he and a number of people he has spoken to are having contacting the Surgery in the morning to make an appointment. It was acknowledged that an alternative, for those with internet access, is to book appointments on line.

- It was felt that whilst confirmation of an appointment was very useful, it would be more useful if it were sent the day before the appointment
- Could we will invite a Doctor/Partner to attend the next meeting to respond to the points raised above?
- There being no further business the Chairman thanked everyone for their

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attendance and their contribution to the meeting. He then closed the meeting.

Date and time of next meeting:

Thursday 26th November 2015 at 1.30 pm.