**NOTES OF THE PATIENTPARTICIPATION GROUP 21ST OCTOBER 2020**

**Present:** Pamela Reader (chair), Joanna Antemes, Elizabeth Benjamin (new member of the PPG), Hazel Bulcock, Brian Harrison, Mary Jenkins, Mike Palin, Antony Radley, Barry Rogers, Clare Shepherd, Kathleen Sutton, Emma Taylor, Melanie Blott, David D’Arcy (NHS Bradford District and Craven CCG).

David Darcy and Elizabeth Benjamin were welcomed to the meeting.

**Apologies:** Judith Benjamin, Sally Harrison.

**David D’ Arcy, NHS Bradford and District CCG**: David is keen to get feedback about patient experiences with their own Practice during the COVID pandemic, so that the CCG has a perspective on how Practices are coping. He asked for our opinions. Pam said that for her, on line and telephone appointments were working very well but she thought that a percentage of old people do not have internet and prefer face to face consultations. The push towards virtual contact has left many of the older generation feeling very insecure. There was discussion about GP access; people on the PPG group felt in general that access to see a GP was always available if clinically necessary and so much can be done remotely ( e.g. looking at results getting GP advice by telephone, texts etc). But people do ring the practice unaware about the remote access options (how can we educate people about all the options to contact the Practice?) David agreed that moving to remote services too much was a risk.

Emma said at the last WACA meeting there was a patient wide concern about remote access. A consultation on how GP access can be improved is going to be distributed. It was thought that the aims of WACA are the same as the CCG aims and the Reference Group (see below) so streamlining plans is sensible. David is keen to feedback our discussion to other WACA and CCG meetings and to work with Emma about our input.

**Minutes of meeting 16th September 2020 and matters arising:** Accepted as a correct record. Matters arising – GP survey, Antony encouraged us to email or phone him if we have any suggestions about the questions where we did not get a good result.

**Practice Update:** this was emailed to the PPG group before the meeting.

* Flu clinics – Pam noted how well the flu clinic was organised and praised the staff. The over 65 years vaccine had seen an uptake for the vaccine but there had not been a big demand for the 50-65 year vaccine yet. Joanna noted that the receptionists had a difficult job with answering phone calls about the flu vaccination as the logistics of organising the flu clinics is difficult and they often do not have enough information when patients want to know when their appointment is.
* Dr Pring has taken on the role of Senior Partner.

**Self Care Week**: This is 16-22 November.

* Emma has drafted a plan for the week. On 16th there is a Womans’ Health Group talk in Punjabi to underline the importance of screening and other health issues. A virtual Pilates class is in the afternoon. On 17th there is a session on Gardening for Carers at Middletown Allotments, and Pioneer Projects are doing Creative Cooking. On Wednesday 18th there is a talk on minor ailments by Kate Howegego and in the morning the monthly PPG meeting will be an open one. Thursday is about mental health (relaxation) and Pioneer Projects have a Creative Community Hub. On Friday there is a video for ‘Beditation’ (to help sleep). Saturday 21st is now a virtual 5km challenge, for people to send selfies doing a 5km run or walk.
* A session for Dementia Friends was suggested and Alzeimers Group have a virtual session group meeting which could be included.
* The above are mostly web based sessions and links will be in the poster.
* It was discussed how to promote this week as there is less footfall at the Practice. Possibilities include: send the programme to patient groups, use the Practice social media channels, and word of mouth. It was thought that sending the poster to all patients who receive the practice letter would breach GDPR.

**Monthly Health Themes:** Monthly themes for the Practice for 2021 (Emma): a draft plan has been drawn up.

**Virtual Reference Group:** The first meeting of the focus group was last week (see last minutes). It was thought that the objectives could be reorganised to be in line with the PPG group and other WACA PPG groups who have a Reference Group (enclosed in email to us all before the meeting). A short communication will be sent to the people in the list of groups which we have linked to the Practice. In general questions to people on the Reference Group will be for consultation rather than questionnaires. It could be a recruitment platform for the PPG. The initial documents will be brought to the November meeting.

**AOB:**

* Elizabeth discussed her objective for the next meeting to discuss childhood obesity and poor vaccine take up. She is keen for a plan to address these problems to come out of the meeting. Emma has agreed to meet up with Elizabeth to discuss.
* Emma will email out the date of the next WACA meeting.

**Date and Time of next meeting:** Wednesday 18th November 2020 10.30. This will be a Zoom meeting.