

## Notes of PPG Meeting Wednesday 16 January 2019

Barry wished everyone a Happy New Year.

**Present:** Barry Rogers (Chair), Joanna Antemes, Peter Bell, Judith Benjamin, Hazel Bulcock, Brian Harrison, Sally Harrison, Mary Jenkins, Mike Palin, Antony Radley, Pamela Reader, Clare Shepherd, Kathleen Sutton, Dr Sally Churcher.

**Apologies:** Kai Dada, Heather Green, Bridie Hayes.

**Minutes of Meeting from 18<sup>th</sup> November 2018:** Accepted as correct.

### **Matters Arising not on the Agenda:**

- Self Care Week - this was a success with good attendance at the sessions.
- Extended Access – this is also working well, the feedback has been good. The evening sessions are successful for people who are working.
- Roll out of the Reference Group – Barry has sent round a draft application form to become part of this group to the PPG members, for comments. When finalised it will go onto the website and will come up on the TV in the Surgery.
- GDPR – the PPG members confirmed to Antony that they were happy for their personal data to be used for purposes of this Group.

### **Practice Update:**

- Confidential room - the room behind reception is a confidential discussion area and also a Healthy Living Room. The weighing machine has been moved into this room and there is a noticeboard and leaflets about living healthily. On Tuesday, Wednesday and Thursday afternoons the receptionists will be inviting patients to be weighed; which may facilitate a discussion about taking steps to live more healthily.
- Joanna asked for ideas about raising money for Surgery events. Barry suggested a sub group should be formed with the remit to plan money raising events.
- Care Navigation – launched in December. This is working well. Last week 288 patients went through care navigation and only 22 refused to take part. Joanna is continuing to assess results, to make sure it is set up as well as possible. Kathleen complained that the automated telephone message (Dr Sumnall introducing care navigation) is repeated too often if there is a long wait on the telephone. Antony said this will be sorted out.
- Reception Waiting Area – Joanna is auditing the numbers of people who queue for medication queries, appointments, or other issues, and is thinking about ways to help the queueing problem.
- Health Promotion Diary – this was tabled (2019 Planner). Please feedback comments to Joanna (ACTION PPG MEMBERS).

**Annual General Meeting 2019:** Wednesday 20<sup>th</sup> February 2019, 6.30 in Dyneley House Barn. Barry will ask us to confirm that we wish to stay on the PPG and asks for expressions of interest for the positions of Chair, Vice Chair and Secretary.

Barry is preparing the Annual Report which will include results and analysis of the Patient Survey.

#### **Update of Support Groups:**

- Stroke Group – Brian reported that the Christmas Party was very entertaining and enjoyed by everyone. The group is partnering with SCAD (Skipton and Craven Action for Disability) for some things such as trips out. On 28<sup>th</sup> February there is a trip to a garden centre planned. A small cost is incurred for trips, and for being a partner of SCAD.  
Of all the activities which the stroke group enjoys so far, the bendy dominoes have been the greatest success!
- Osteoporosis Group – Pam reported that the Carers' Resource gave a talk at the last meeting, and Gill Beaumont (from the Osteoporosis Society) also attended. The group now has Royal backing; the Duchess of Cornwall. A new programme to learn how to prevent falls is starting, the Strong and Steady Programme (pending evidence of adequate interest) and Pam suggested the osteoporosis group could link in to this group, since much of the content will be similar e.g. Pilates, exercise, stability.
- The next Sporting Memories meeting is tomorrow 17<sup>th</sup> January. Stuart Powell, a retired referee, will attend.

#### **Dementia Friendly Communities Update:**

- Currently work is being done to raise awareness in local businesses and organisations. Organisations include the U3A, Retail shops, banks and Building Society and Nursing / Residential Homes. There is a meeting about this at 10am on March 7<sup>th</sup> and PPG members are invited to attend.
- There is a Memory Lane Café in the Swadford Centre, last Thursday of the month, 2 – 3.30 pm.
- There may be a Health Promotion Event in the Dementia Action Week which is 20-26 May, possibly in the Swadford Centre.
- Making Space is in the process of setting up a dementia peer support group. The next meeting is the 2<sup>nd</sup> Tuesday in February.

#### **AOB:**

To note:

- New Strong and Steady Programme.
- NHS Long Term Plan.
- Laila Ahmed, a representative for CNET (see the PPG minutes from August 2018) has requested that she returns to our PPG meeting to discuss ways which CNET think they can support PPGs. Barry will invite her to the March meeting.
- We wish Dr Sally Churcher a long and happy retirement. She thanked us all for volunteering to be on the PPG and said that the Practice valued our input.

#### **Date and Time of next meeting:**

**AGM Wednesday 20<sup>th</sup> February 2019, 6.30 pm Dyneley House Barn.**