

NOTES OF PPG MEETING WEDNESDAY 14TH NOVEMBER 2018

Present: Barry Rogers (chairman), Peter Bell, Kai Dada, Heather Green, Brian Harrison, Mary Jenkins, Mike Palin, Hazel Bulcock, Antony Radley, Pamela Reader, Clare Shepherd, Kathleen Sutton.

Apologies: Joanna Antemes, Judith Benjamin, Sally Harrison, Bridie Hayes, Joanne Warden, Dr Bruce Woodhouse.

Minutes of Meeting Held 17th October 2018: Add Judith Benjamin to the apologies. The date for the November meeting should be 21st November.

Matters Arising not on the agenda:

The cake stall on Mental Health Day raised £125

Practice Update:

A copy of the update was available at the meeting.

Flu Clinics

This year has been very difficult due to delay of the vaccines from the supplier. The clinics had to be suspended for this reason but are due to restart as soon as possible. Antony asked for volunteers to help with the clinics on Friday 23rd November and Wednesday 19th December, both in the afternoon. Usually from the week commencing Monday 10th December onwards the clinics become quieter so the 19th December clinic may not need covering (TBC).

Practice Newsletter

- This is Self Care Week which is going well. Five more people joined the Walking For Health Group after the Healthy Lifestyles talk. For the Guidance and Support for Young Families talk, 500 flyers were handed out throughout local schools with a good response. The presentation at the meeting was good.
- Sporting Memories – Mike Tyson is going to talk at the next meeting (tomorrow 15th November). There is an article in the Craven and District Herald about this. Mike Powell, a retired referee, will be at a future meeting.
- Park Run – 15 volunteers from Dyneley House staff and the PPG are marshalling this run on Saturday.

Extended Access

No-one at the PPG had used the extended access service yet.

Patient Survey:

- Results from the National Patient Survey March 2018 were very good, Dyneley House scored very highly.

Results from the PPG Survey were mixed;

- There are ongoing concerns about the lack of privacy at reception. Suggestions for addressing this included redirecting the queue, changing the position of the check in machine, using white noise to hide conversations with the receptionist from other people, changing the position of where the receptionist sits, encouraging people to use the private room.

- The number of patients using on line services falls just short of the national target (27% vs 30%). The decrease in satisfaction with on line services may be affected by the stopping of 'managed repeat prescriptions' by pharmacies which forced some people to use the on line service for their prescriptions. Barry mentioned that NHS Digital had a resource pack for PPGs to use to help General Practices increase use of on line services.
- The PPG survey was done in August/September when many staff were on holiday so we discussed doing the PPG survey in the Spring when a truer reflection of the General Practice would be assessed with full staff numbers.

Update on Support Groups:

- The last Social Strokes Group had a speaker who encouraged everyone to move to music, and motivated people to move as much as possible. It produced much interaction between the patients and was enjoyed. The next meeting is the Christmas Party, on 6th January 2019.
- The last Osteoporosis Group had a talk about DEXA Scans which was well received, and also a talk about healthy eating for osteoporosis.
- The second meeting of the Respiratory Peer Support Group will be on Monday 25th November at Broughton Road Community Centre. Specialist respiratory nurses from Airedale General Hospital will attend and an educational element will be added to the exercise session.

Dementia Friendly Communities Update:

Some time ago there was a meeting to set up a Peer Support Group and this is moving forward now. Making Space, which cares for people with poor mental health, learning disability and dementia, is involved. The next meeting is 11th December, but may be brought forward. The plan is for a formal launch in January, possibly 7th January, TBC. Yarndale have donated flowers crocheted onto hessian to raise money. A repeat of the football tournament, the first one of which was this summer, will next year involve 10 schools, and a bowls competition is also planned to raise awareness and money.

Self Care Week 2018

This is ongoing (see Practice Newsletter agenda item).

AOB

- To note sporting Memories Thursday 16th November (see Self Help Groups agenda item).
- Forward Plans 2019 – Barry asked the PPG members to think about plans for going into 2019, how to develop the PPG etc. **(ACTION PPG)**.
- NHS England have done a survey asking patients and PPGs 'What Matters To Me'; we are waiting for the results.
- The National Association of Patient Groups did a survey on how good/effective PPGs are/can be. The conclusions are that good communication and engagement between the PPG and the Practice is imperative.
- A draft of a form for members of the Reference Group is being prepared.
- Best wishes to Heather who is taking part in the Great Sleep Out in Bradford next Thursday, raising money for Centrepont.

Date and time of next meeting: Wednesday 16th January 2019.