

NOTES OF THE PATIENT PARTICIPATION MEETING WEDNESDAY 15TH MAY 2019

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

Apologies: Judith Benjamin, Dr Lucy Checker.

Minutes of Meeting 17th April 2019: Accepted as correct.

Matters Arising: None to discuss.

Practice Update: Paper copies were available.

- Patient Survey 2019 – Mary and Pam have agreed to sort out this Survey. They will liaise with Antony at the beginning of June. The format may change slightly: more focussed questions about e.g. the use of the extended hour service, the use of the Website. The objective is to go live by the end of July.
- Queueing at reception – Joanna, Pam and Judith met to discuss ways to alleviate the queue. The changes that will be trialled are: 1) Prescription enquires will be dealt with by a member of the prescription team (these enquiries often take a long time to sort out). 2) There will be 2 receptionists on duty at busy times (usually one at present). 3) A number system will be trialled; instead of queuing near reception, patients will be given a number and will sit in the back waiting room, going back to reception when their number is called. This will also make the reception area more private. These changes will start in June. There were discussions about moving the repeat prescription box away from the front desk to one of the other areas in the front waiting area.
- WACA/New GP Contract – as part of the new GP contract, WACA will form a ‘Primary Care Network’, taking on responsibility for out of hours services. It is likely that our local hub will move from Addingham Surgery to Fisher Medical Centre. CQC need to do mini inspection of Dyneley House Practice re. the out of hours service, since this service is new since the main inspection took place. This will take the form of an hour telephone interview. It is possible that the rating of the Practice could be altered if CQC are not impressed with the new service.
- Virtual Group – Antony and Clare went to the Patient Engagement Event in Keighley. There was low attendance but a PPG member from Fairfield Practice told them about how they set up their own Reference Group. They recruited 100 members in a week by asking people in the waiting area at the Practice. A recruitment drive for our Virtual Group will be launched during PPG week, aiming to recruit a wide spectrum of patients. Sonjia (Patient Engagement, see minutes February 2019) offered to help us set up the reference group when she came to our PPG meeting. Barry will ask Sonjia for help. A document to help setting up a virtual reference Group is available on the national PPG website (www.napp.org.uk).
- Strong and Steady Group – has stopped meeting due to low patient numbers.

Dementia Friendly Communities Update:

- Dementia Action Week is next week, 20 – 25 May. On Tuesday a Health Event to support this week will take place at the Swadford Centre. Various organisations are involved e.g. Pioneer Projects, Dementia Forward, Carers Resource, Age UK (who run the centre).
- Dementia Forward, the new supplier of dementia services 1) will accept referrals from both general practice and self referrals, for advice and support. 2) will run education sessions for patients and carers. 3) are developing a Dementia community Hub, using ideas from the Harrogate community hub. A Dementia Friendly group meets monthly at Wetherspoons but this may be moved to a hall at the Fire Station. (The Fire Service takes an active part in Dementia activities.) Dementia Forward is running a road show across North Yorks. They will be at St Andrews on 3rd June. The Crochet Forget Me Not display will be used here.
- North Yorks County Council Strategy 'Bring Me Sunshine' will be updated/reprinted next week, under the title 'Celebration Report'.

AOB:

- Sporting Memories will take place Thursday 16th May.
- A consultation on creation of one CCG across AWC has gone live. Paper copies were available at the meeting. Comments are requested via their website. There was concern amongst PPG members that despite assurances that city and rural areas would still be equally represented, inevitably smaller representation from rural areas would lead to less input for decisions.
- Proposed Training Initiatives form Engaging People – a paper copy of the timetable was available at the meeting. The sessions are aimed at making Patient Networks more effective. 6 two hour sessions are available, at the Central Conference Hall Keighley. For further information and booking email pauls@cabad.org.uk or call 01274 781222.

Next meeting : Wednesday 19th June 2019, 6.30pm in Dyneley House Barn.