

NOTES OF THE PATIENT PARTICIPATION GROUP MEETING WEDNESDAY 16th OCTOBER 2019

Present : Clare Shepherd (chair), Peter Bell, Hazel Bulcock, Mary Jenkins, Mike Palin, Pamela Reader, Barry Rogers, Kathleen Sutton, Dr John Field.

Apologies : Joanna Antemes, Judith Benjamin, Brian Harrison, Sally Harrison.

Minutes of Meeting 18 September : In AOB, the date of the next osteoporosis group is Wednesday 23rd October.

Matters Arising not on the Agenda : None discussed.

Patient Network Meeting, Feedback :

- The Steeton venue was reasonable. There was good attendance from the Mobility General Practices, Dyneley House Practice was the only representative of WACA. The discussion was about engaging patients, what form events should take to get feedback and finding different ways to engage patients such as different meeting places, using social media etc.
- Now that the AWC and Bradford CCGs have merged we discussed in our meeting the best way to organise the PPG networks. Two possible ways are first linking up WACA General Practices and linking up Modality Practices, second is Linking Craven, Airedale and Wharfedale, and Bradford City and District as the other group of Practices. Several people at the meeting favoured the first option.
- Engaging People are keen to revisit our Practice and we will invite them to our November PPG meeting (ACTION).
- Antony is keen for more of our PPG members to go to the next Network Meeting.

Patient/Practice Survey :

- The national GP survey has better results for our Practice than our in house survey. It is not clear why. Suggestions included that our survey is later in the year, and the GP survey is posted to a proportion of all the patients, whereas the PPG survey is picked up on attending the Practice, potentially surveying slightly different groups.
- In the PPG survey, 8 questions had worse results for the 'Good/Very Good' response than last year. Many of these are likely due to low numbers of responders, giving a skewed result. The satisfaction with waiting time on the phone with Care Navigation has reduced from 86.2% to 68.49%. Antony says that on 16th November a new telephone system is being installed which should improve the length of the message on the phone and also telephone waiting times.
- Mike has forwarded a letter written by a GP about surveys which will be emailed to the PPG members (ACTION).

Practice Update : Paper copies were available at the meeting.

- 'Craven Community Champions Awards' is live, nominations close on 10th November.
- Antony has nominated our PPG for the 'Unsung Heroes Awards!' Judging is in November.

- The new Extended Hours for Dyneley House (Wednesday and Thursday evenings) have just started and are going well.

AOB :

- Pam told us that the Diabetic Clinic at Airedale Hospital are creating an App for patients so they enter their results and the clinicians can view them, and if everything is stable they will not need to attend hospital for an appointment but will have a telephone or similar appointment. A dummy run with a virtual patient is planned and the results can be discussed at the next PPG meeting (AGENDA).
- WACA have an article in the paper requesting to interview anyone who has experienced the new Extended Hours service across the patch.
- Barry said meetings for Dementia Forwards include every other Friday at the Fire Station, and Wednesday afternoons at St Andrews. This Sunday there is a bowls afternoon with some food (probably pie and peas).
- Self Help Week – Volunteers are requested for refreshments, and for Marshalling on the Park Run on Saturday 23rd November.
- The next PPG meeting will be in the bottom waiting room which is larger than the meeting room.

Date and time of next meeting : Wednesday 20th November at 6 pm in the waiting room of Dyneley House Surgery.