

## NOTES OF THE PATIENT PARTICIPATION GROUP MEETING WEDNESDAY 17 JULY 2019

**Present:** Barry Rogers (chair), Joanna Antemes, Brian Harrison, Mary Jenkins, Bernard Morris, Mike Palin, Clare Shepherd, Dr Michael Ramsden.

Barry welcomed Bernard back to the PPG meeting.

**Apologies:** Peter Bell, Sally Harrison, Antony Radley, Pamela Reader.

**Minutes of Meeting 19<sup>th</sup> June:** Accepted as correct.

**Matters Arising:** Nothing to discuss.

**Practice Update:** Paper copies were available.

- Emma's role will change slightly as she will soon be taking on new social prescribing responsibilities for the Wharfedale, Airedale and Craven Alliance (WACA). Emma will continue to be based at Dyneley House.

**Barry requested that the rest of the meeting would be used to discuss 3 relevant topics;**

1. The Reference Group
2. The Practice survey
3. Support services for long term conditions.

**1 The Reference Group:** Discussion about how to start the Reference Group is still necessary since the attempt to kick start it in PPG week was not a success. Mike emphasised the need to fulfil GDPR – this will be done at the first contact with interested people. How will the Reference Group work in practice? The email responses need to be collated. Mike indicated he is willing to help with this. Bernard was concerned to find ways to include the people registered with the Practice who are 'well' and do not need to contact the Practice, in the Reference Group. We discussed how to advertise the Reference Group, suggestions included an advert on the TV monitor in the waiting room and an advert added to the bottom of subscriptions.

**2 The Practice Survey:** The aim was to go live with the survey in July. It was decided to add a question about interest in finding out about the Reference Group. Mary pointed out that she could not now get the survey onto 2 pages. She would add the above question and email to Mike and Joanna to see if they could find a way to shrink the survey onto 2 pages. The low uptake of responses for last year was discussed; Clare explained that she has a volunteer role at Airedale Hospital and gets 'survey questions' answered by asking people if they would have a chat to her about their hospital experience. The word 'survey' turns people off. It was decided to think if this approach would work for our questionnaire;

blocking out part of the waiting area (for privacy) to ask people the survey questions when they come out of their appointments.

**3. Support services for people with long term disability:** The reason for discussion was related to the national GP survey results. Dyneley House recorded better than average for most results but the result for the title question was just below the national average. Some support groups have poor attendance. Attendance for Sporting Memories (meets tomorrow, when a cyclist will be talking) in general has been low. The Stroke Group has low numbers sometimes. Brian thinks some people who have had strokes are too busy with hospital, physio etc. appointments and do not want to cope with any more commitments. He is planning a trip to Bolton Abbey (he has a membership card so can park for free). The recent Garden Centre visit needed people from the Memory Lane Group to make up numbers, with low numbers from the Stroke Group. Barry said he is now an ambassador for Health Watch Stroke and will inform people about the group when he visits local organisations. Joanna will re-advertise the group by a mail shot.

**AOB:** Following the recent working group meeting in Keighley (see minutes from May 2019), another working group meeting will take place at Steeton Hall on 1<sup>st</sup> October. After that there will be a decision made by the CCGs about how to develop the Network. Does the way that the PPG Network Group works need to change e.g. a PPG Network across the 3 CCGs (since they will probably merge), or a PPG Network within WACA.

**Date and time of next meeting:** 6.30 pm Dyneley House Barn, Wednesday 18<sup>th</sup> September 2019. This will be an Open Meeting.