

NOTES OF THE OPEN PPG MEETING HELD ON WEDNESDAY 19TH SEPTEMBER 2018

Present:

Barry Rogers (chair), Peter Bell, Brian Harrison, Bridie Hayes, Zeeshan Hussain, Mary Jenkins, Mike Palin, Antony Radley, Pamela Reader, Clare Shepherd, Dr Kirsty Pettit.

Also present:

Barry welcomed and introduced Joanna Artemes who had joined the Surgery as Patient Services Manager and Heather Green a fellow patient with an interest in Mental Health

Apologies:

Judith Benjamin, Kai Dada, Sally Harrison, Kathleen Sutton.

Minutes of meeting held Wednesday 18th July 2018:

Remove Kath Beer as attending.

Matters arising not on the agenda:

- A request has been received to put the minutes of the PPG meetings onto the Dyneley House web site more quickly.
- Work is being undertaken on behalf of the CCG by the Engaging People Team the principal aim of which is to support some of the AWC PPGs who are experiencing some difficulties, by engaging with the local communities. An initial phase of this work is for the team to speak to Practice Managers to establish the current status of their respective PPG's. It had been noted that Dyneley model was working well and delivering patient benefits,
- Joanna is collating the Patient Survey and results will be available for the next PPG meeting. The national GP survey has been published so we can compare our results with this.

Practice update:

A paper copy was available at the meeting. Many of the topics are covered elsewhere in the agenda so this was not discussed in detail. Antony mentioned that the flu clinics were starting and asked PPG members for help at these clinics.

Extended Access – Dr Pettit discussed the latest news about this national initiative. As from 1st October there will be an GP Extended Access service from 6.30 to 8pm Monday to Friday, Saturday and Sunday mornings 9.00 to 11.00am. This new additional facility will be operating over the local region over many Practices in several hubs, eg. Addingham, Settle, Keighley. Dyneley House will be using the Addingham Surgery Hub These will be prebooked routine appointments rather than for ongoing issues. Information about this will be on the website when it goes live. Dr Pettit asked our opinion on the need for Sunday morning appointments and the majority of the PPG members

thought this would not be necessary with an additional capacity being provided on Saturday morning.

Barry mentioned that the Modality Partnership is planning to roll out GP on line consultations in some of their General Practices including the Fisher Medical Centre in Skipton

Care Navigation – Joanna spoke about this. The aim is to train reception staff to be able to point people to the most helpful area for help, advice and treatment which is not always the GP. It will involve all agencies, not all medical, and hopefully patients will find different and sometimes better ways to address their problems. Examples of agencies involved include; Social Prescribing, Pharmacy, Mental Health people. Joanne would like ideas about the best telephone greeting when patients phone up the Practice when this goes live, to not intrude or upset people (**action PPG members**).

Virtual Reference Group:

An article about this was sent to the Craven Herald paper but they did not print it. Other outlets for the article are: Healthwatch, the Craven Gazette, The Carers Resource. The article is promoting the virtual reference group to try and recruit more people, in order to access a broad range of opinions on relevant topics. Active reference groups are working at Grange Park Surgery and in Ilkley. Mike and Judith are interested in being involved.

Dyneley House PPG closed Facebook page is now setup, people can contact the PPG about the reference group through this, as well as through the website.

Ideas how to otherwise tell patients about the PPG included having news on the TV in the waiting room, having a large notice board in the Surgery, possibly having a PPG information session in the Self Care Week.

Barry also suggested that we think about having a 'Health Fair' in Skipton, drawing together many local agencies possibly Spring 2019.

Update on Osteoporosis Group:

13 people attended the August meeting. A representative from Craven Leisure Centre did a talk about exercises and dietary advice for people with osteoporosis. He mentioned the 'Healthy Lifestyles' and 3 people have signed up from this meeting. The meeting was enjoyed by everyone. Perhaps the notice of the next meeting could be sent out a bit earlier than it was for this meeting.

Mental Health Day

Heather discussed this with reference to her own story. World Mental Health Day which is **October 10th**. It aims to increase awareness of poor mental health in the workplace, and to educate people about the different types of support there are as well as medical support. The key theme this year is Cup of Tea and a Chat. Heather would like to hold a Coffee Morning with a cake stall and raffle on the 10th October. Heather has collected a number prizes but is happy to receive more prizes for this.

Antony will discuss with Heather what Dyneley House can do to support this day. For more information see www.nhs.uk and click on the Mental Health tab.

Dementia Friendly Communities Update:

This item was deferred until the next PPG meeting.

AOB:

- Antony has asked for help at the McMillan coffee morning, both for baking cakes and for supporting the coffee morning on the day (September 28th).
- NHS long term plan – As part of the development of the long term plan for the NHS and utilisation of the additional cash injection NHS England have invited comments and views on its content (Closure date is 30 September.)

Date and time of next meeting:

Wednesday 17th October 2018, 6.30 pm, Dyneley House Barn.