**Minutes of Bingley Medical Practice**

**Patients Participation Group**

**Monday 10th November 2014**

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| **Agenda Item** | **Minutes** | **Outcome/Action** |
| **Apologies and Welcome** | **Welcome**  Kathleen welcomed the new members to the meeting and also mentioned that we have a circulation list for those who wish to contribute via email  **Present** :  Kathleen Naylor (Chair) , Ian Hodgson, Carey Dowson, John Menmuir, Denise Best, Shelagh Mudd, Alistair Coy, Linda Banlow, David Child, Pam Vinnicombe  Pam James, Jean Gallagher  **Apologies:**  Ann Howarth, Dr Bridget Pitcairn, Lynn Asquith, Dania Leslie, Jill Wadsworth, Madelaine O’Beirne, Dave Rawlinson |  |
| **Minutes of Last Meeting** | One amendment to the last meetings notes – *‘If you are waiting for* ***Blood Results*** *don’t assume no news is good news – please contact the surgery and ask for information’.*  Minutes of meeting 8th September 2014 were approved  . |  |
| **Matters Arising**  **(not covered by items on the agenda)** | 1. Request to purchase a ballot box for PPG patient feedback forms. The existing blue box could be utilised at the Crossflatts Branch surgery. 2. The final figure for the Macmillan Coffee Morning raised £305.60 with the unclaimed prizes and surplus books donated to the Yorkshire Air Ambulance | **Carey** |
| **Patient Comments and Suggestions** | The following comments were tabled as improvements to the service offered by the Practice.   1. **Telephone** – queuing at busy times to get through to reception can still be a problem. Perhaps, a messaging service that detailed queue position could provide some reassurance. The Practice has increased the number of telephone lines available but at peak times it hasn’t resolved the queuing. This is an on-going issue. 2. **Name badges** – a gentle reminder has been given to the reception staff to wear their badges and we have purchased new badges where required.   If members of the PPG see no name badges either would they let me know or remind the reception - very powerful tool if patients mention it to the receptionist at the time!   1. **Antibacterial hand wash** – request made for a station to be installed near the touch screens 2. **Annual health Checks** >60 years old patients   **Response;** *The Bradford CCG makes no provision for routinely undertaking health checks. The CCG is specifically targeting cardiovascular disease as their main priority*   1. **Patients with knowledge of specific conditions.** Previously considered having guest speakers to talk to the PPG on specific issues. Kathie has identified possible topics for discussion. 2. **Promotion of PPG** – consideration of using TV screen to scroll messages promoting the PPG. Re-raised and to be reviewed again. At the flu clinic only 20% of patients stated they were aware of the PPG 3. **Newsletter –** request for more regular updates 4. **Wifi** – can we have install so patients waiting can access their emails etc   At this point agenda Items 9. School Survey Results and 10. Flu Survey Findings were discussed (attached)  Thank you to Kathleen for undertaking this survey as we had approximately 300 responses during the flu clinics here at Bingley Medical Practice and Crossflatts Branch survey. This level of response is remarkable.  On behalf of the Practice thank you to the small team for their efforts. | **Carey**  **All**  **Carey**  **Kathleen**  **Carey**  **Carey**  **Carey** |
| **Practice Report** | **Outstanding actions from last meeting**  Blood results and synchronisation of prescriptions still on-going discussions within the Practice and it is a lively debate.  **PPG attendance at the weekly Practice meeting**  Really useful exercise and the clinical team would like to thank the team for being available and attending.  Key point – is that the PPG needs to be seen (and operate) as a critical friend to the Practice.  PPG leaflet discussed with the GPs and needs slight amendments before reprinting.  **Warfarin Clinic–** we are due to start end of November. Intention is to provide patients with improved access with INR results available during the consultation (and not waiting for results from hospital)  **New Patient pack** – in the process of creating a pack of information for all new patients. The PPG would like to see sight of the document before it goes into wider circulation  **Annual patient Survey –** no longer a CCG stipulation but the Practice would like to continue with the annual survey perhaps in a reduced format (blank copy attached).  Would the PPG be able to create a sub-group to look at the survey and then work out a strategy for getting patients to complete – perhaps attending during times whilst patients are waiting for appointments? | **Carey**  **Leaflet Sub-Group**  **Carey**  **Kathleen & sub-group** |
| **Working with other Locality PPG’s – Self care at the Bingley Show** | The Practice Managers from the surgeries in our locality (Bingley, Oak Glen, Springfield & Wilsden Medical Practices) have secured a small amount of funding to promote Self Care Awareness across the patient population  The plan is to sponsor a marquee at the Bingley Show in 2015 in conjunction with other the voluntary community organisations (VCS). We would like members of the PPG to be available on a rotation system to staff the event for the duration of the day. Initial suggestion would be 2 x PPG members from each Practice.  The Practice Mangers are in the process of drafting a Self Care leaflet for distribution at the show. | **All** |
| **Terms of Reference** | Draft copies of the terms of reference were presented to the  PPG for consideration and discussion at the next meeting (attached) | **All** |
| **Sub Group Updates** | No sub group updates reports were required for this meeting |  |
| **Any Other Business** | Kathleen thanked all for their contributions |  |
| **Date of Next Meeting : Monday 12th January 2015 at 6.30pm** | | |

**BINGLEY MEDICAL PRACTICE**

**PATIENTS FORUM**

**AIMS AND OBJECTIVES**

**AIMS**

The Bingley Medical Practice Patients Forum is a group of patients who together try to make a positive contribution to the services offered to all patients by the Practice. It will help the Practice to develop a partnership with patients to discover what a range of patients think about services and to establish their priorities.

**OBJECTIVES**

The Objectives are:

* to provide a patient perspective to inform the running and future of the Practice & contribute to Practice decision making
* to form a two-way communication bridge between patients and the practice
* to highlight any services that could be improved
* to proactively seek new members for the group
* to develop and support a “Virtual Patients Forum group”

**SCOPE**

The scope of the Forum is limited to clinical and other services offered by Bingley Medical Practice to patients of that practice. Other clinical services not under the control of the Practice are outside the scope of this group.

**METHOD**

The “day to day” guidelines

* The group is not a forum for individual complaints & single issues
* We advocate open & honest communication & challenge between individuals
* We will respect each other
* Silence indicates agreement – speak up, but always go through the Chair
* No phones or over talking
* We will start on time & stick to the Agenda
* We will have an elected Chairperson & Secretary & meetings will be held regularly