**Agenda of Bingley Medical Practice**

**Patients’ Group**

**Monday 14th September 2015**

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| **Agenda Item** | **Minutes** | **Outcome/Action** |
| **Apologies and Attendance Sheet** | **Present –** Kathie Naylor (chair). Jill Wadsworth, Dania Leslie, Jean Gallagher, Ian Hodgson, Carey Dowson (Practice Manager), Norma Bartle, Donald Wood, Shelagh Mudd (Secretary), Ann Howarth (Patient Services Manager), Dr Bridget Pitcairn (GP),**Apologies –** Pam Vinnicombe, David Childs, Madeleine O’Beirne, John Menmuir, Lynn Asquith. |  |
| **Minutes of Last Meeting** | Minutes approved |  |
| **Matters Arising****(not covered by items on the agenda)** | GPs can only be here for 10/15 minutes, so it was agreed to prioritise questions for the GP to make best use of their time.**Kathie** asked **Ann** if the newsletter had gone out. Carey reported it had been proof read but we will need to make the amendments to add in the details for the new GP Dr Mais Al-Hity.Re telephone system, **Norma** reported that the music is dreadful. Instruction to press 1 for emergencies didn’t come first. New blood pressure system – seems to be well received.Blood test system – combination of appointments and drop-ins. **Jean -**  Ambassador for cancer research UK. Asked PPG to complete survey on their behalf. | **Carey** to follow up**Carey** to look into this |
| **Patients Comments and Suggestions**You asked......we did | Two comments – one very appreciative. The second – doesn’t like being asked for symptoms etc by reception. Doesn’t think triage works very well. Has noticed that hand gel is in situ but not being used | **Carey** to look into signage for the hand gel |

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| **Practice Report** | We have a new GP who has started Dr Mais Al-HityNew phone system came into use today. Hopefully it will go some way towards avoiding the problem of people not being able to get through to the practice. No income is generated. **Carey** would appreciate PPG giving regular feedback on this.**Shelagh Mudd** has resigned from the PPG as she has now been offered a job on reception at the practice (and as such can’t be a patient).Communications Committee to report back shortly on how to communicate with patients.Carey thanked PPG for their work on Self Care at the Bingley Show it was a brilliant success. |  |
| **Ian Hodgson – talk on Sexual Health** | **Dania** asked about Hale Café. **Bridget** said that Dr Georgina Haslam in her new role took matters to the CCG and got financial backing, enabling it to go ahead. Open Mon to Thurs and is actively supported by the practice .**Ian** gave his long-awaited talk on Sexual Health. 1) Background 2) prevention and how can we support prevention initiatives 3) treatment and support 4) role as PPG – making sure this practice is welcoming to people who may be more at risk ( eg young people who are sexually active). Carey – CASH clinic sits in the practice now.General discussion about the impact of culture/religion on parents’ willingness for their children to received sex education. Also discussion about the needs of mobile populations including refugees. **Jill** suggested we communicate with schools re sex education.**Kathie** wondered if we could get one or two 6th formers to join the committee for a year. Problems could be with safeguarding issues for the under 18’s. Perhaps we could have a clearly defined project to interest them.  | **Suggest sexual health as a topic for the 4 PPGs.****Carey & Comms** team to work up |
| **Feedback on Self-care tent at Bingley Show** | **Carey** thanked the participants. Tent was busy, opportunity to speak with members of other PPGs. **Kathie** asked if it would happen again next year. Carey suggested that this is something that the 4 PPGs could look into. Once we had a plan then Carey would be happy to raise with the CCGSuggested Bingley Music Festival might be a good venue for a Sexual Health tent.  | **Comms Committee – take it to the 4 PPGs, then approach CCG for funding.** |
| **Sue Ryder coffee morning (18th September)** | Table required – **Carey** will supply. **Jill** to buy tea, coffee etc. **Kathie** asked everyone to come along and bring a friend. | **Carey** to supply table. |

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| **Practice Survey 2016** | Survey needs to be done in Jan/Feb 2016. Question about when the GP should be open is no longer required. | **Comms** team to deal with it |
| **Any Other Business** | Replacement of secretary. **Jill** will do the next lot of minutes, but isn’t willing to take on the full secretary role.Young parents’ PPG meeting, eg afternoons.**Jill** thanked **Shelagh** for her work on the PPG. | **Jill** to take minutes at next meeting. |
| **Date of next meeting: 9th November 2015****Planned Schedule for 2015/16 – all Mondays****11th January 2016****14th March 2016** |

**BIINGLEY MEDICAL PRACTICE**

**PATIENTS’ GROUP**

**AIMS AND OBJECTIVES**

**AIMS**

The Bingley Medical Practice Patients’ Group 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 and 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’ Group”

**SCOPE**

The scope of the Group 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 and single issues
* We advocate open and honest communication and 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 and stick to the Agenda
* We will have an elected Chairperson and Secretary and meetings will be held regularly.