**Minutes of Bingley Medical Practice**

**Patients Participation Group**

**Monday 10th March 2014**

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| **Agenda Item** | **Minutes** | **Outcome/Action** |
| **Apologies and Welcome** | **As the new Chair Kathleen welcomed the following**  Lynn Asquith, John Barrans, David Child, Carey Dowson, Jean Gallagher, Ian Hodgson, Ann Howarth, Dania Leslie, David Rowlinson  **Apologies** : Alistair Coy, Sue McIntosh, Madeleine O’Beirne, Bridget Pitcairn.  **Resigned** : Tony McNamara. |  |
| **Minutes of Last Meeting** | Amended date of next Meeting to be :  **Wednesday 14th May 2014** | **Colin Philpott** (Lay Member for Patients on Bradford District Clinical Commissioning Group (CCG) to speak and Springfield PPG invited. |
| **Matters Arising** | **PPG Notice board** :  The 3’ x 2’ board has been approved by the Practice under the call board screen in reception .    All notices to be large, simple and laminated. e.g Invitation to join PPG with contacts, Agenda for next Meeting, Minutes of Meetings, etc.  **Blood Drop-In Clinics (Phlebotomy)**  2 more staff being trained as Phlebotomists.  Drop-In Clinic times are determined by the collection of samples by Airedale Hospital, generally 2pm daily.  Mondays & Wednesdays: 1 – 2pm  Tuesdays & Thursdays: 8.15 – 11am  There was discussion on the waiting times for drop-in clinics  . | Awaiting approval from landlord to fix to wall  John Barrans to co-ordinate displays  Contents to be checked every month for relevance and tidiness.  Future plans are for a session on Friday morning after completion of staff training - current thinking is by appointment but PPG views welcome  Patients are encouraged to use the drop-in clinics but if this isn’t convenient then individual appointments with the nurse can be made before 2pm  It was felt overall that the waiting time wasn’t overlong |
| **Practice Report** | **Patient Satisfaction Questionnaire**  280 people responded out of 12,500 patients, lower than last year. The Practice will undertake an analysis of the answers and create an action plan No analysis made of answers.  Suggestion for the future to limit number of questions and continue to encourage electronic and hard copy responses | Comments are welcome from all PPG members  The Practice is required by the CCG to have ‘mandatory question’  PPG will encourage face to face interviews or use a Focus Group concept |
| **Recruitment of New Members** | Wilsden PPG will be sending out Questionnaires to High Schools in the area (Beckfoot, Bingley Grammar, Parkside and Samuel Lister Academy). We told them we would like to be involved in distribution and analysis.  Other sources of recruitment discussed were   * Tuesday Mother & Baby Drop In Clinic * Youth Cafe * Youth Parliament * School Nurses * Visiting Nurse * distribute a PPG leaflet   . | **Carey** will obtain a draft questionnaire and obtain Practice approval.  **Kathy, Jean & Lynn** volunteered to assist with the project.  To be continued at the next meeting |
| **Suggestion Box** | The Group agreed it was ineffective. |  |
| **Future Speakers** | The Group agreed it was not in our remit to inform new members of specific medical facilities, etc.  It was suggested that members consider becoming trustees of Bradford & Airedale Hospitals in order to receive their schedule of extensive Lectures, day events, etc.  Attending District Care Trust Meetings and CCG Meetings were also recommended  . |  |
| **Terms of Reference** | The Group is to look at these, especially with regard to voting for Chair and Secretary for fixed terms. |  |
| **Personal Health Records –Choice** | A lively discussion was held about the pro’s and con’s. The Government is delaying its decision for 6 more months. Not everyone has received the leaflet. | Access to Health Records in this Practice will be explained by **Carey** at the next Meeting. |
| **Presentation from NHS England to Leeds University “Improve”** | Lynn attended the presentation and will forward a copy for circulation by the Practice. | **Lynn & Carey** |
| **Bradford District Clinical Commissioning Group (CCG)** | Lynn reported on Bradford Hospital staff shortages and suggestions for recruitment. |  |
| **Patient Network** | Dania reported it was a very lively and informative session and showed our Practice was ahead in many areas. | **Dania & Lynn** will share attendance of these Meetings. |
| **Healthwatch** | A report on the experience of patients in the Bradford CCG, entitled “Invisible at the Desk” will be forwarded by the Practice. It will be presented  on Wednesday, 2nd April, 10am – 1pm at Clifton House BD8 7BY.  Other dates  Meeting of the Governing Body Tuesday the 8th April 2014, 17.30, Bradford Bulls Stadium, Odsal Top, BD6 1BS  PPG Network – 23rd April 2014 12-2pm, Victoria Hall, Victoria Road, Shipley, BD18 3JS | **Carey to action**  **Dania** would encourage all PPG members to become Healthwatchers – Telephone Sally on 01535 665258 for more information.  Posters & Flyers to be sent via email - **Carey** |
| **Future Ideas/Items for Discussion** | Cardboard name signs for table.  PPG to attend Practice Meetings.  A Talk from the Practice Research Leader.  PPG stand at local and Galas. |  |

**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 overtalking
* We will start on time & stick to the Agenda
* We will have an elected Chairperson & Secretary & meetings will be held regularly