**Minutes of Bingley Medical Practice**

**Patients Participation Group**

**Wednesday, 14th July 2014**

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| **Agenda Item** | **Minutes** | **Outcome/Action** |
| **Apologies and Welcome** | **Present** : Kathleen Naylor (Chair), Jill Wadsworth, Ian Hodgson, Carey Dowson, Dr Mike Francis. Alistair Coy**Apologies:** John Barren, Madelaine O’Bierne, Jean Gallagher, Dave Rawlinson, Ann Howarth, Dr Bridget Pitcairn, David Childs, Dania Leslie and Lynn Asquith.**Guest Speaker** Colin Philpott – Patient Representative on the CCG  |  |
| **Minutes of Last Meeting** | Approved. |  |
| **Matters Arising** **(not covered by items on the agenda)** | Patients can be reluctant to give names when voicing opinions. Therefore, a sealed box (if possible) should be available for patients to put their comments in. These should then be read by a member of the PPG and brought to meetingsNetworking of PPGs in the area. It was felt that this was a good idea to promote best practice and provide mutual support. | **Carey to organise**  |
| **Colin Philppott** | Colin provided a brief resume of his background in the Media, working for the BBC and later at The National Photographic Museum. His role now is Patient and Public Relations and tries to get around as many PPGs as possible. His aim is the involvement of the public in the decision making of the NHS and PPGs should be that conduit He thinks PPGs have a role to play in health education. He feels that if the health education needed by the Practice the PPG could help with communication and approach to the patients e.g. advice on healthy lifestyles for Cardio-Vascular disease which is particularly high in this area He feels GP’s should have a more central role in decision making with patients. Kathleen asked – Do you feel the PPG should be involved in promoting charities such as The British Heart Foundation which promote the public taking responsibility for its own health? He felt this was a major role and we should get involved with promoting Health Education, Self Care etc. Alistair raised the question - what is the level of attendance at other PPG meetings? He felt at the meetings he has visited there are about 12 people (we had 6 attendees!) However, the demographical mix of the committees is an issue. Carey asked how this could be addressed. He felt that approaching/ leaving information at baby clinic, health visitors and childcare groups explaining the importance of them “having their say” would be helpful.Carey then went on to invite us to the meeting in September suggesting two representatives would be good. |  |
| **Practice Report** | The mural has been started in the children’s waiting area. This has been done by Denni Francis based on ideas that have been drawn by local school children. We would like to express our thanks to her.Wilsden PPG survey of young people – we have not received the official outcome.The following points were brought to the Practice’s attention. 1. Patients have problems coordinating the dates of their medication. Some patients have to order different drugs each week. For patients on multiple prescriptions could there be one date a month when all the drugs are reordered?
2. Patients have commented on being given conflicting information by reception staff! Carey explained that recently there has been extensive training of staff being carried out and would hope that this is not an issue in the future. If we hear of this happening again we are to report it to him.
3. Patients not getting texts, giving test results and appointment reminders. I was suggested that could the practice use e-mails. Dr Francis pointed out that as yet no test results should be sent via e-mail due to insecure confidentiality risks.
 | **Kathie to contact Wilsden PPG****Carey to investigate and report back** |
| **Campaign for Access** | A report was circulated before the meeting by Jill detailing the notes made during a recent event for all Bradford GP Practices.How do you improve access to your GP’s? Jill raised questions that she felt were relevant to our practice. Open or walk-in clinics. Carey felt the triage telephone service was meeting the needs of the patients based on patient feedback surveys. Improvements have been made by the reception team to direct calls to the most appropriate GP to provide continuity of care as far as possible. Saturday morning clinics. Carey feels that the early and late night surgeries cover patients who work. | **Carey to investigate the possibility of Saturday working** |
| **Task Group Report – Notice Board** | Jill feels that this should be made as easy as possible. Therefore, designing A3 notices that can be laminated and changed regularly is the way forward. She showed some draft ideas one of which was approved and after it has been proof read by Ian will be produced as our first poster. Others will follow so that we get a bank of them.Ian volunteered to be part of the team generating the posters. **Electronic Notice Board** – wording to be restricted 20 words on the present electronic board in the waiting room.**Join the Patient Group and lend your support to the practice. Together we can promote health and improve quality of care.** | **Jill to coordinate**  |
| **Task Group Report – PPG Leaflet**  | Jill presented a draft idea of a leaflet explaining our role. The committee felt this was a good start and Jill will e-mail the leaflet to Ian to proof read and alter before we present it again. | **Jill to coordinate** |
| **PPG Attending Practice Meeting** | The PPG to attend one of the weekly Practice meeting and is one opportunity is to present the PPG leaflet to the Practice and at the same time introduce themselves to the clinical team |  |
| **Task Group Report – Open Day/Promotion Day.**  | Discussion took place when the best time to organise Carey – perhaps during the flu vaccination October but patients may not be appreciative as this will be focussed on queuing. Other peak surgery usage times may be more relevant. Kathleen suggests that we should have stalls. 1. Promoting ourselves  2. Promoting Health Education. We have elected a subcommittee to work on this Ian, Jill, Kathleen and Madelaine (not in meeting so she still has to be approached) | **Jill, Kathleen & Madelaine to draw up a plan** |
| **Any Other Business** | PPG network ‘Buddy system’ – it was suggested we should ‘Buddy’ with Wilsden if possible |  |
| **Date of Next Meeting : 8th September 2014** |