**Minutes of Bingley Medical Practice**

**Patients Participation Group**

**Monday 10th September 2018**

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| **Agenda Items** | **Minutes** | **Outcome/Action** |
| **Apologies and Welcome** | **Present:**Jill Wadsworth (Chair), Ian Hodgson (Vice Chair) Norma Bartle, Dave Rowlinson, Michelle Beaumont (Secretary) Pam Vinnicombe, David Child, Carey Dowson (Practice Manager) Lynn Asquith, Kathie Naylor, Pam James, Margaret Tetley, Maureen Wells, Charlotte Hamilton,**Apologies:** |  |
| **Minutes of Last Meeting****Ian Hodgson (Vice Chair)****Speaker** **Re - International Health** | Minutes of Monday 8th July 2018 Lynne Asquith pointed out that she was present at the meeting but had been marked absent. Approved.An extremely informative and interesting talk given by Ian. Notes can be obtained from Ian. | All the PPG found Ian’s talk very interesting and insightful  |
| **Report back from the Executive Committee**  | 1. TV Screen - Jill outlined the reasons for having a TV information screen for promoting health care in the waiting area.
2. We are still waiting for Wi-Fi to be installed for patients wishing to use mobile phones.
3. Dr Karen Greenhorn (GP) Wants us to identify ‘who is a carer”, so that the practice can support them in a better way. I.E. Offering them better appointment times.
4. Jill mentioned being able to use the cafe for our more isolated and vulnerable patients to be able to use. Norma asked why we couldn’t be offered the use of the cafe for the peppercorn rent as Hale had been.
5. Jill asked Dr Smith if he wanted us to take the extended access issue further, Dr Smith stated that even if we were offered the hub then our patients still wouldn’t get to see their own GP.
6. Jill stated that we were campaigning for extended opening hours for our patients.
7. Jill & Ian to attend the GP Meeting
 | Jill to evaluate regularly and feedback. |
| **Patient Comments and Suggestions** | Jill read out comments received1. The lack of toys in the play area
2. Jill felt that a patient concern that we had received was best being dealt with by the practice
 | Carey gave permission for the PPG To purchase some age appropriate toys as they have not been replaced for 2 years |
| **Practice Report**Carey Dowson | Carey Thanked Jill, David Wadsworth & Norma for all their hard work with replacing the curtain tracks for new poles and hanging the new curtains in the treatment rooms.He asked the PPG to be aware of the flu vaccines, he also asked us to be aware of the pharmacies poaching our patients and to be aware that the pharmacies are privately funded.We have a new GP Dr Anita McKen joining the practice |  |
| **The 4 X PPGs****(Bingley Bubble)** | 1. Norma & Jill attended The Bingley Bubble meeting The main item was - 3 Representatives who run a system which is run by Mark at Cornerstones in Cottingley who offer a service called B.E.S.T. All the carers carry a smartphone with apps for patients who can the access a spreadsheet of services To make the visit to patients very valuable.2. John Cain (Springfield PPG) is very interested to see how he can implement this into the NHS To district nurses and healthcare providers to fit with the primary care homes - Tier 2 pop up clinic - Social & Public Health care.Michelle is gathering a list of services.Sam from Baildon PPG Have a ‘Friends over 50’s link up’ The young persons survey hasn’t come out yet - But it will happen. | Jill, Norma and Kathie to attend the next meeting. |
| **Report from the Network Meeting.** | ·     Kathy attended the Network meeting, which apparently got quite heated!This was regarding the Care Navigation App for System 1 T navigates self-help - ORCHA & Evergreen. Which is an App based company who want to access the practices patient details.Either Evergreen App appears to be owned and run by internet gurus rather than health care professionals.Br Bradford is the first City to be trailing these Apps. |  |
| **A.O.B.** | Carey Spoke about West Wakefield care Signposting - 2 receptionists will attend A Care navigation course The practice are going to change the message re triage and a series of messages will automatically drop into the system.Children under 5 will always get a same day appointmentWomen notifying the reception staff that they are pregnant will be fast tracked to receive Folic acid.Other signposting things will also be put into place.The PPG would like some young people to join the PPG. The Cafe - It’s not just us that feel that it is a wasted recourse Norma is championing the way forward and Carey is on-board with this. The building that Bingley Medical Practice uses is extremely expensive - The hire of the cafe would be £ 42.000 a year! So no private company would use it.Hale used to be able to hire the cafe for a peppercorn rent, so we would like that same privilege, to be able to use for young mums - Groups and be able to bring in other groups such as The feel good group. Councillor Deardon is to take this matter up on our behalf and was mortified to hear that the cafe was sat empty and unused.Norma has met with the tenant liaison manager.Lynn Asquith mentioned about the sign being placed at the front of the building stating that ‘No electronic scooters were to be brought into the building’ Is this not a breach of the disability rights.Jill is to bring this matter up.More training is to be given to PPG’s                                                                                                                  | Jill to co-ordinate. |
| **Date of next meeting** | **Monday 12th November** |  |