

**Minutes of Bingley Medical Practice
Patients Participation Group
Monday 13th January 2020**

Agenda Items	Minutes	Outcome/Action
Apologies and Welcome	<p>Present: Jill Wadsworth (Chair), Ian Hodgson (Vice Chair) Norma Bartle, Michelle Beaumont (Secretary) Pam Vinnicombe, Carey Dowson (Practice Manager) Lynn Asquith, Margaret Tetley, Pam James, Joseph Carnelley. Peter Home, Janet Daykin.</p> <p>Apologies: Dave Rowlinson, Sue Johnson, David Child</p>	
Introduction of new members.	Peter Home, who is a Governor for Bingley (Central) on the Airedale NHS Foundation Trust and Joseph Canalley (Young Member) have become a new PPG Member.	We would like more PPG Members especially younger people aged 16 and upwards.
Minutes of Last Meeting	Minutes of 11th November passed	
Matters arising	Pam Vinnicombe asked how we could encourage ethnic minorities to join the PPG	Norma suggested that we talk and encourage patients from all diversities when we carry out our annual survey next month
<u>Practice</u>	Carey gave the practice report 1. Mission statement was discussed.	

Report

Carey Dowson

The practice has discussed a revised Mission Statement and Carey brought this, at their request, to the meeting. They wanted the PPG to be part of the statement so we discussed where it would be appropriate to add the PPG.

'We recognise that health is not just the absence of disease but a state of physical, mental and social wellbeing. Working together our patient support team and Clinicians strive to provide excellent holistic care and improve the health and well being of our patients. We take pride in being a training practice at sustain the future of General Practice and also champion the values of diversity and inclusion'

After much discussion it was decided that the following changes would be made.

'We recognise that health is not just the absence of disease but a state of physical, mental and social wellbeing. Working together our patient Support Team, *Patient Group* and Clinicians strive to provide excellent holistic care and improve the health and well being of our patients. *We champion the values of diversity and inclusion and take pride in being a training practice at sustain the future of General Practice.*

Carey explained that the structure of the doctors have changed

There are;

5 Partners – Senior GPs

8 Salaried GPs

4 GP Registrars

2 FY2 (Final year Senior House Officers or known as Junior Doctors.

5th year Medical Students. These change throughout the year.

3 Nurses

2 Phlebotomists

2 Physicians Associates

We also employ on a contract basis a Physiotherapist (Physio First

	<p>Urgent Care Team – When a patient calls the receptionist can refer the call directly to a member of the doctoring team to give advice and to sign post to an appropriate appointment.</p> <p>The telephone system has been updated.... Jill stated that the exec had suggested that instead of a patient calling the emergency line (number 1) then perhaps they should call 111... Cary dismissed this idea and stated that by having the Urgent Care Team their call to number 1 would be a patient's first port of call. David Childs had called Carey to state that after he had been in the telephone queuing system, that his wife had been cut off once they did eventually get through – Carey to investigate this problem. The question was asked? Why can't we book a nurses appointment online Carey stated that this was being worked on... but it is more difficult than GP appointments which are in 10min blocks as nursing appointment vary depending upon the procedure.</p> <p>E-Consult - When a patient wants to e-consult they have to use the front page of the website rather than signing in as one would automatically think. Michelle stated that the website was difficult to navigate and must be hard for people who aren't very computer literate. Carey explained that this was due to confidentiality reasons and that the 2 systems don't speak to each other. Carey also stated that we would use E-Consult more for such as booking nurses appointments for such procedures as travel vaccinations. Carey thanked Ian for doing such a fantastic job with the newsletter</p>	
<p>The Hub</p>	<p>The Hub was set up 2+ Years ago for people who wish to see a GP out of hours.... 3 Hubs were set up in Bradford our nearest being Shipley. The PPG fought hard to get a Hub based at Canalside after survey evidence showed that BMP patients did not want to travel to Shipley.</p>	

	<p>A Hub has finally been agreed on a Monday evening at Bingley Medical Practice, They hope to staff the surgery with Doctors - Nurses - Mental Health Workers and Physiotherapist. The late Monday Evening will unfortunately stop.... Extended hours monies are being used for the extended access. Our Doctors are being given the option of working in the Bingley Hub.</p>	
CPR Training	<p>Michelle to do 4 Laminated posters for the practice to promote the CPR Training. The next sessions are; Monday 27th January at 6-00pm Monday 24th February at 6-00pm Monday 23rd March at 6-00pm Jill asked for other PPG Members to train in order to carry out the sessions when Jill is unavailable. Margaret & Michelle offered,</p>	
Café update	<p>ated that £750 (from the ABCD Grant) was ring-fenced for getting the cafe up and running</p> <p>ll is applying for another ABCD grant for the funding for the PPG Members to health and hygiene courses to enable them to work in the café.</p> <p>m James stated that C-net might be able to provide us with some training Sessions for free.</p> <p>Carey has asked for a meeting with Imran Hameed (tenant liaison manager) and .</p>	

<p>2020 PPG Action Plan</p>	<p>owed the committee the proposed 2020 Action Plan and asked for Any suggestions before it was passed. It was decided to add: a) Continue to promote the PPG and to strive to have a more diverse committee. The action plan was then passed</p>	
<p>Survey.</p>	<p>3rd - 7th February - Help needed carrying out the survey</p>	
<p>Newsletter</p>	<p>Carey and the PPG thanked Ian for doing such a wonderful job with the Newsletter... Articles were asked for our next one which will be published in April (Spring addition) - Carey suggested shadowing the office staff again, Pictures being taken of the back office were also discussed.</p>	
<p>SPEAKERS</p>	<p>Norma to arrange speakers</p>	
<p>A.O.B</p>	<p>Terms of reference. Jill stated that after 3 Years she is intending to step down as the Chairperson and that she intends to leave the PPG at the end of her term. This will be discussed at the next meeting.</p>	

	Joseph, our new young person member - Was asked for his feed back as to how the meeting was run and if there was anything that he felt that we could improve on, he stated that it would be good to be able to book nurses appointments online.	
	Meeting closed 8.00pm	
	Next meeting Monday 9th March 2020 6.30pm	