PATIENT PARTICIPATION GROUP

Minutes of Group Meeting

18th October 2021 held at BMP Premises A Zoom link also operated

**Present** : Pam James(Madam Chair) : Wally Quirk (Secretary) : Margaret Tetley (Vice Chair) Carey Dowson (BMP Practice Manager ) : Fiona Greenwood ; Norma Bartle ; Janet Daykin Peter Home (Airedale Hospital Trustee) ; Pam Vinniecombe ; Joseph Carnelley ; Sylvia Jackson ; Jill Wadsworth

Via Zoom - David Rowlinson ; Donald Wood ; Lynn Asquith

Guests – Sarah Clark (BMP Executive ) ; Gill Blamires

**Apologies** were received from Sue Johnstone ; Charlotte Hamilton ; David Child

The minutes of the meeting of 9th August 2021 were distributed by Jill Wadsworth and accepted as a true record. There were no matters arising.

1. Madam Chair Pam passed around a form asking those present to sign their names. This form will aid the Secretary when compiling that section of the minutes concerning those present. It will double as Track and Trace if it were unfortunately required to become necessary.
2. **Newsletter** Janet explained that the draft of the next issue was now with Ged Talbot. After discussion it was decided to order 200 copies at a cost of £80.10. Thanks were expressed to Janet and her team for their work on this issue. The next issue will be in early December. Thanks were passed from Carey to Janet for attending the practice recently to meet and observe the telephone team. She was very impressed by their efficiency and will write about her experience in the Newsletter.

3. **Facebook**

Joseph expressed a view that a closed Facebook page specifically for the PPG be launched. It will be for all patients but especially aimed at the younger generation.Carey expressed some reservations concerning the ability for the medical staff to react to its content. He will discuss with the Partners and report back at a future PPG Group meeting.

**4. Agenda Items**

David Child had submitted a paper to Madam Chair Pam which included a number of points to be raised at tonights meeting. They include: a) Practice Report be produced b) A Cafe update be produced c) A speaker be invited to attend PPG Group Meetings d) Peter Home be invited to inform the meeting of the current scene at Airedale Hospital e) A dedicated telephone number be created to aid contact with the PPG

**5. Action Plan** A discussion ensued concerning the existing 2021 Action Plan. Norma asked if we needed an Action Plan? This question was met with a resounding yes. She then went onto suggested that the one we have at present should stay in existence and the details of it be discussed at the next Executive meeting. This met with majority support.

**6. Communication with Patients**

In reply to the idea of a dedicated telephone number it was pointed out that it can be a great inconvenience to the person dealing with such calls. Wally suggested that his email address be used to improve communication with the public. He would acknowledge the message, and bring it to the attention of Madam Chairman who would bring it to the next meeting for a more considered answer to be discussed.

It was pointed out that the “suggestion box” is still available in Reception to be used by patients and is regularly checked for items by Margaret Tetley. Should there be any suggestions Margaret pass then onto Madam Chairman to bring to the next meeting.

7. **Terms of Reference** A discussion started about the details of the current Terms of Reference. It was decided that the subject be delayed until all members have a copy of the current Terms of Reference which Jill will circulate them to members.

Joseph departed the meeting at 9.04pm and was thanked for his contribution.

8**. Flu and Booster Clinics** -

Jill Wadsworth reported that a very successful Flu clinic took place last Saturday 9th October.  It was a walkthrough clinic where 1562 received their flu vaccination. Madam Chairman attended this clinic as a patient and praised Sue Johnstone, Janet Daykin and Joseph Connelley for their superb organisation of the carpark.  The weather was poor and all three of them got very wet but continued without complaint - Well Done.  Madam Chairman Pam also thanked Margaret Tetley and Jill Wadsworth for the meet and greet inside and many thanks go to Norma Battle and Fiona Greenwood for the refreshments they supplied throughout the morning.

9**. Opening of the Cafe at Canalside.**  Jill Wadsworth explained that Gill Blamires, Norma Bartle and herself are not receiving replies to e-mails that they have sent.  The reason ,for the non replies, could be due to the reorganisation of the CCG’s.

10**.** **CCG’s Clinical Commission Group.**

From 2022 the CCG’s responsible for health and social care will be abolished and The ICS NHS body will take over.  ICS standing for Integrated Care System.  We will become the West Yorkshire and Harrogate ICS.  There are 42 ICS’s responsible for the whole country. ICS will be responsible strategic planning and allocation decisions, and accountable to NHS England.

What does this mean for BMP? Integrated care is about joining up a range of different health and social care services patients receive to ensure they experience it as one seamless service, with their needs placed at the centre….. This is known as ‘whole systems integrated care. Jill Wadsworth Patient Representative, is a member of the Leadership Team of **Community Partnership.** This committee was formed about two years ago with this ICS in mind. Representative of staff from all services of the Bingley Bubble community - Matron, District Nurses, Bradford Council, Social Care, Pharmacies etc meet together to discuss and plan the ICS for the local community.  They focus on the local populations needs and provide care closer to patients homes.

**11. Small Grants**

Gill B gave a brief explanation of ABCD Grants where small grants are made available for deserving local causes. Norma explained she was on the selection panel for awarding these grants and gave some examples of the causes that received the grants. Jill to apply for another ABCD grant for training of volunteers for the cafe.

**11. Practice Report by Carey Dowson (Practice Manager)**

**Booster Clinics** Carey explained that the Practice was not involved with Booster Programme nor were one third of Practices in the area. Various members described their experiences at a number of locations varying from excellent to dreadful and everything in between. In answer to the question – “who would one complain to” - Wally suggested the local MP. This will be looked into and passed on at the next meeting if not before.

**Public Attitude** David Rowlinson asked about the recent abusive attitude of some of the public toward staff, to which Carey replied that the attitude was improving from a very low very unsatisfactory base. The same type of attitude was being encountered at Pharmacies, shops and other places where the public meet the people trying to help them.

Carey introduced Sarah Clark who has recently joined the Practice as a \_\_\_\_\_\_\_\_\_

**12. NEXT MEETING** of the PPG Group will now be on 10th January 2022 and the next meeting of the Executive will be on 1st November. Times and locations will be advised soon.

Accepted as a true record ....................................................................