**Minutes of Bingley Medical Practice**

**Patient Participation Group**

**Monday 14thNovember 2022**

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| **Agenda Items** | **Minutes** | **Outcomes/Actions** |
| **Present**  **Zoom**  **Apologies**  **Welcome** | **Present in Person:** Jill Wadsworth, (Chair), Margaret Tetley, (Vice Chair), David Child, (Treasurer), Fiona Greenwood, Pam James, Peter Home, Dave Rawlings, Donald Wood, Charlotte Hamilton, David Kennington.  **Zoom:-** Janet Daykin, Lynn Asquith.  **Apologies:-** Carey Dowson(Practice Manager) Pam Vinnecomb, Norma Bartle, Sue Johnstone, Secretary) Sylvia Jackson.  Jill welcomed everyone to the meeting at 6.30 pm. |  |
| **Guest Speaker** | **David Wilmshurst, Public Governor representing Shipley/Bingley area, Bradford Hospitals NHS Trust.**  David gave us an interesting talk regarding the performance of the BRI and St Lukes Hospitals in Braford.   * Patients referred to us on Fast Track pathways have received an excellent service during 2022/23, with performance above the 93% target. * This compares favourably to other Trusts in England. * This performance has been delivered against increasing demand for first appointments on cancer pathways. * Treatment of patients with a confirmed cancer diagnosis within 62 days of referral also compares favourably to other Trusts in England. * This is supported by continued improvement in the first appointment, diagnostic and treatment phases. * The percentage of patients spending less than 4 hours in A&E has been a challenging target for all Acute Trusts during and since COVID-19. * BTHFT compares favourably to national and peer averages with significant improvements in flow through the department made in this time. * Improvements in hospital capacity and the flow of patients being admitted into the hospital will help sustain and improve this further. * The percentage of patients waiting less than 18 weeks for Treatment following referral is also posing a significant challenge to all Acute Trusts. * The focus since COVID-19 has been reducing the longest waits whilst continuing to prioritise the most clinically urgent cases. * Demand for Radiology tests increasing and capacity challenges within Endoscopy have seen diagnostic wait times fluctuate this year. * Services have responded quickly to these issues and performance has been sustained above national and peer average as a result. * As improvement plans progress the Trust will return to upper quartile. * BTHFT compares favourable on all of the metrics related to this objective.   The services where the two trusts are working closely are:  - Stroke  - Non-surgical Oncology  - Ophthalmology  - ENT  - Gynaecology short term support  Options are being looked at for closer alignment on Haematology as well.  Jill thanked David for coming and invited him to attend another meeting in the new year where she stated that the talk given by David (Governor Bradford Hospitals NHS Trust.) and Peter (Governor Airedale Hospitals NHS Trust.) would be most welcome. | Arrangements for a joint talk from David (Governor Bradford Hospitals NHS Trust.) and Peter (Governor Airedale Hospitals NHS Trust.) to be scheduled for the new year. |
| **Minutes of Last Meeting – 12 September 2022** | The minutes where discussed. Donald wanted a few points clarifying before they were passed:-   * The Practice is thinking of starting a ‘Wait and See’ Clinic – what do patients think? He asked how many patients gave their opinion? and whether it would go on the survey to get a wider view? Jill replied that it would be added to the survey. * Re-starting internet appointment system at PPG request. Has this now been put into action? Jill replied No, it was still on Carey’s to-do list! * Arrangements to restart face to face meetings with staff. First being reception and back-office staff – Oct/Nov. Has this been arranged? Jill replied the staff are too busy to interrupt at the moment but will continue to pursue the opportunity.   The minutes were agreed and proposed by Charlotte and seconded by Pam J. as an accurate record of the Last Meeting on 12 September 2022. | This question to be added to the survey.  Jill to ask Carey for this to happen.  Jill to arrange meetings in the new year.  Minutes Passed |
| **Matters arising from the minutes.** | **a) Letter to Boots –** As asked, Jill sent a letter to Boots and has received a reply. Since it is a two-sided letter it was decided to make photocopies of the letter and members to take it home to read and it will be discussed at our next meeting in January. | Sue to add to the agenda in January |
| **1 Practice Report** | Carey sent his apologies of absence.  Jill delivered a verbal Practice report.  BMP are in the process of employing a **new GP** who will start working in February. She will take on a part-time contract which is equivalent to 4 sessions a week.  **The flu clinic** on 1st October was very successful and 1930 patients received their injection.  **Appointments to book on-line** “are on Carey’s to-do list”  **Extended hours** – Jill explained the history of Extended Access and Extended Hours. The Extended Access – Hub in Shipley and Extended Hours – Monday evening at BMP.  The Extended Hours are from 6-00 to 9-00 and the appointments are available to all patient in the Bingley Bubble. It has been suggested, by the PCN – Primary Care Network, that the 3 hours should be divided out to all Bingley Bubble practices, for them to have extra appointments within their own surgeries for their own patients. When this change takes place BMP will continue with late night appointments on Monday until 7-00.  **Access to patients Records** through the NHS App. From 1st November patients with on-line accounts such as through the NHS app. will be able to view their GP records. Carey emphasised that a patient’s record are different to patients notes. Patients’ records are a record of tests, appointments etc patients notes are the personal notes made by the GP. Patients record have been available to all patients at BMP upon their request for quite sometime now.  **Practice Managers** in the Bingley Bubble are all feeling very stressed and overworked. | Jill to follow this up. |
| **2 Annual Survey** | Jill needed SurveyMonkey and was waiting for Carey to arrange. Although she has looked at setting up a PPG account so she can ‘get-on’ with the survey! | Jill to organise |
| **3 Finance Report** | Update - £78.07 cash, plus £150 in Bank, Total £228. |  |
| **4 Newsletter** | Jill congratulated Janet on her hard work. She outlined the content.  **Newsletter**  Update from chair  Christmas/New Year opening times  CPR dates  Up to date list of all staff and why it is sometimes better to see someone other than a doctor  Focus on Janet Menebhi, social prescriber  Airedale/BRI update  Covid/flu clinics - report  Food bank collection point  Article on inhalers/sustainability by Dr Francis  Explanation of why surgery cannot recycle Epipens and what to do with them  Pam J asked about the number of hard copies – Janet replied that 100 was made last time and they ran out, she suggested that 150 being ordered this time.  Donald stated that a lot of interesting information was discussed by the PPG but not communicated to the wider group of patients. He suggested that a one-page update from the PPG could be published each month. He has volunteered to help with this should the group feel it was necessary. Jill delayed discussion until the January meeting.  **Sustainability –** Moving steadily forward  Food bank up and running  Article on social prescribing in next newsletter  Articles on inhalers/EpiPens in next newsletter  Survey to contain question on active travel and barriers to it - how do people travel to the surgery, can more (if safe to do so) walk, cycle, share lifts, can we publicise/make more obvious the cycle racks?  Perspex containers for blister pill packaging to focus on now  Long list to tackle but feel it best to slowly but surely integrate new ideas/plans | Jill to write intro letter  Sue to add this to January’s agenda. |
| **5. Café at Canalside** | Jill said she felt she had made a significant move forward in re-opening of the café, after a meeting with Imran Hameed (Operations and Relationship Manager – Community Partnerships) last week. She left the meeting with the understanding that the café kitchen would be recommissioned and that it would be put on a bookable basis after that. However, since then it has been questioned as to whether this should go ahead by Karen Stothers (Senior Head of Primary Care Estates Planning and Development.) So, Jill feels she is back to square-one!!!!!!! | Jill to follow up with Imran ASAP |
| **6. CPR**  **AOB** | **CPR –** Jill and Margaret are holding classes on 28th November and 12th December  New dates will be issued shortly for the new year.  Extended Hours and Access to Patients Records have been covered within the Practice Report. | Jill/Margaret |
|  | There being no other business the meeting closed at 8.30 pm. |  |
| **Dates of next Meetings** | **Group- Monday 9 January 2023 – 6.30 pm – Surgery**  **Exec – Monday 5 December 2022 – 2.00 pm – To be Confirmed** |  |

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| **Confidentiality and Data Protection**  Information concerning patients or staff is strictly confidential and must not be disclosed to unauthorised persons. This obligation shall continue in perpetuity.  Disclosure of confidential information or disclosure of any data of a personal nature may result in prosecution for an offence under the Data Protection Act 1998 or an action for civil damages under the same Act in addition to any disciplinary action taken by the Practice.  Any breach of confidence will be taken seriously and, following necessary investigation, may result in a request that the member(s) responsible resign from the PPG |