**Minutes of Bingley Medical Practice**

**Patient Participation Group**

**Monday 16 January 2023 at 6.30 pm**

**Venue – Conference Room, Surgery**

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| **Agenda** | **Minutes** | **Outcomes/Actions** |
| **Present**  **Zoom:**  **Apologies:**  **Welcome:** | **Present in Person:** Jill Wadsworth, (Chair), Margaret Tetley, (Vice Chair), Sue Johnstone, (Secretary), Peter Home, Sylvia Jackson, Donald Wood, Carey Dowson, (Practice Manager)  **Zoom:** Zoom was unavailable for this meeting.  **Apologies:** David Child, Pam James, Fiona Greenwood, Norma Bartle, Dave Rawlings, David Kennington, Charlotte Hamilton, Lynn Asquith.  Jill welcomed everyone to the meeting especially on such a cold and icy night. Carey unfortunately had another meeting to go to and would go first. |  |
| **Practice Report**  **Discussion**  **Discussion contd..** | Carey thanked everyone for allowing him to go first as he had another meeting to attend. Carey started by saying how much he appreciated the support that the PPG gave to the Practice.   * Staff were exhausted – staff illness, the whole NHS is under extreme pressure. * New Work – Flu clinic will be first weekend in October, vaccines have been ordered and confirmed. The demographics on uptake is: **over 75’s – good; Over 65’s – good; Over 50’s average;**   **16-64 – not so good; under 5’s – not so good.** To address this, we need to think differently on how to do the under 5’s flu immunisations. Suggesting to promote flu vaccinations by going out into the community. Jill has been invited to join the Management Team meeting in February to discuss.   * **Support** - Following a meeting with Jill regarding the feeling of, lack of support from himself, Carey felt this was not true, he fully appreciated the support the PPG gave to the Practice and were thought of as part of the team. * A new part-time GP, Dr Naomi Senior, will be joining the Practice, starting 20 February 2023. * **SurveyMonkey –** has arranged for Jill to access SurveyMonkey.   Donald: Are any restrictions by government on accepting new patients?  Carey – No, we have to accept new patients which includes nursing homes. We have approximately 13,200 patients. Our main demographic are older patients.  Donald: We have 13 qualified GP’s and 10 Doctors in training a total of 23, yet it is still hard to get a face-to-face appointment with a doctor of your choice. It would be useful to know when doctors are in.  Carey: Doctors work 3 – 4 sessions per week face to face, plus admin. Staff, like everyone else, get sick and rotas have to change and appointments rearranged at a moment’s notice. However, currently there is an approximate 3 week wait to see a doctor of your choice.  Donald: Some more mature male patients can feel uncomfortable when having to give details of symptoms, which can be of an personal nature, to young female receptionists. Why are there no male receptionists?  Carey: Receptionists have been asked by doctors to ask for details of symptoms when booking appointments. All telephone support staff are trained, and the Duty Doctor is now embodied with the triage team. |  |
| **Minutes of the last meeting 14 November 2022** | Minutes accepted as a true record, proposed by Margaret and seconded by Peter.  Donald asked if the minutes could be sent out earlier.  Sue apologised for the delay in getting the minutes out and asked that Donald give her a ‘nudge’ in future if he felt they should have been done. | **Passed** |
| **Matters Arising** | **A) Letter to Boots –** Jill asked if anyone had any comments on the letter from Boots. There being none, the letter had addressed all the concerns that the PPG raised, it was agreed by the group that the matter was closed and no further action was required.  **B) On-line appointments –** Carey said on-line appointments were on hold at the moment.  **C) SurveyMonkey – Jill** informed the meeting that the last survey was done Jan/Feb 2020 in which 625 were completed, 326 by hand. Jill handed out copies of the previous questionnaire and asked the group for feedback via email before the next Exec meeting, (6th February 2023), please.  **D) TV** – Ongoing but moving forward. | **Completed and no further action required.**  **In progress Group to feedback by 6 February 2023.**  **Ongoing.** |
| **Finance** | No change. | **No change** |
| **Newsletter** | Jill informed the group that there had been some anomalies with costings on recent invoices. Jill had brought this to the attention of the Company and apologies were given, VAT had been added in error and would be reimbursed on the next order. Also, the delivery address had been put on incorrectly, apologies were given and would be amended immediately.  Janet was unable to attend the meeting and sent an update.-  Winter edition out now, on the Website and 150 copies were printed.  Next Newsletter due out early March, to include:   * Update from Chair **\*** AGM notice * CPR Update **\*** Update on Sustainability – Dr Francis * Airedale/BRI Update **\***  Focus on member of staff - Hana * Carey’s suggestions/information **\***  Blister pack recycling update.   As the Newsletter is published three times a year, Janet is suggesting she produces a 1 page A4 update when necessary.  **Discussion:** Donald: Communication is vital and suggested a 1-page monthly News Bulletin.  Sue suggested Donald talk to Janet, and perhaps put something together as an example.  Donald suggested he be involved more. | **No further action at this time.** |
| **Sustainability** | Food bank up and running successfully.  Hopefully, can get on with getting blister pack recycling set up too – Men’s Shed to craft containers from repurposed Perspex. Jill said if they were unable to do it, then David Wadsworth would be happy to. | **Steadily working away.** |
| **Café** | Jill – ‘Irons are in the fire’. - Trying to get open as a ‘warm space’ providing tea, coffee, newspapers. ICS, (Integrated Care System) to get approval.  Wellbeing Hubs- nearest one is in Shipley, trying to get one here. BRI have one and we could have a bespoke one here.  Norma is in contact with Phillip Davis MP and Jill is in contact with his PA. | **On going…. Watch this Space!** |
| **CPR** | CPR has started again – unfortunately not many signing up.  Jill and Margaret have been invited to do a CPR course for Year 6 pupils at Eldwick Primary School. |  |
| **AOB** | Peter gave an update on Airedale –   * Operational Pressure Escalation, (OPET) level has now reduced to level 3 from level 4. * There is still a demand on A&E. Airedale had a long waiting time in December. * Nurses in Airedale and West Yorkshire voted NOT to strike however, Harrogate voted to strike. |  |
| **Dates of Next Meetings** | There being no other business the meeting closed 8.30 pm  **Exec – Monday 6 February 2023 – 2.00 pm – Margaret’s House**  **Exec – Monday 6 March 2023 – 2.00 pm – to be confirmed**  **Group – Monday 13 March 2023 – 2.00 pm – Surgery** |  |

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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 resigns from the PPG. |