

**KING CROSS PRACTICE – PATIENT PARTICIPATION GROUP (PPG)
Notes 23 March 2017**

Patients in Attendance:

[REDACTED] [REDACTED] [REDACTED]

Practice Staff: Heather Simpson, Practice Manager

Apologies:

[REDACTED]

Heather explained that [REDACTED] had stepped down as a member of the Group and thanked him for his contributions. She also confirmed that the membership of the Group had been reviewed and removed lapsed members, advising them accordingly.

NOTES FROM NOVEMBER 2016 MEETING

The notes of the last meeting were reviewed and approved for accuracy. Members also confirmed the Terms of Reference following receipt of these with the minutes.

CALDERDALE HEALTH FORUM

A general discussion was held relating to the improvements to the Calderdale Health Forum agenda, given the interactions of the Group directly with the CCG. Members who attended the Forum said it was improving in relevance and that the CCG were striving to improve communications by sending out the minutes of the meetings within 2 weeks.

The March Forum covered online services, the role of the Practice Champion, returning unwanted physio equipment, hospital parking and the cost of administered drugs, like shingles, to the NHS.

Members discussed online services. Heather explained that all routine GP appointments were available online so that there was equity of access. The ratios were being reviewed by the practice there appeared to be a shift towards appointments being requested closer to the date required rather than in advance. She also confirmed that there had been no complaints raised relating to online access to booking appointments.

Future dates of the Forum were noted as 13 June 2017, 12 September, 12 December and 13 March 2018.

“YOUR SPACE” (HEALTH FORUM AGENDA ITEMS IDEAS)

As part of the discussions above, members felt that it would be helpful to have agenda items shared with PPGs well in advance of the meetings so that topics could be discussed fully prior to the Forum itself. The following items were suggested as future topics for discussion and Heather agreed to email the CCG in the hope they would circulate these in good time for the June meeting:

- Friends & Family Test – are the results regularly shared with PPGs and how is the information used?
- 7 Day Working – Thoughts, need and practicalities
- Mental Health Event – This was run in October by our PPG and the positive feedback shared with practices as part of the Commissioner Engagement Scheme Presentations by Group 3 in March. Do PPGs know about it and do they want to run their own?

POST MEETING NOTE: Heather emailed the CCG on 6 April and was assured it would be passed on to the relevant colleague.

ENGAGEMENT WITH PATIENTS AGED 16-24 Events in 2017

Members discussed the October 2016 Mental Health Awareness event and agreed that further events should be explored. It was noted that funding had been pulled from Voluntary Action Calderdale and Healthy Minds so a similar event may not be possible but it was certainly worth exploring. It was agreed that a meeting be arranged for Heather, [REDACTED] to take this forward.

CHARITY FUNDRAISING

The practice was holding a Red Nose Day Bake Sale on Friday 24 March 2017 to raise money for Comic Relief. 2 members volunteered to help on the stall and [REDACTED] kindly offered to bake.

POST MEETING NOTE: We raised £157.27 on the day!! A huge “thank you” to everyone who donated and contributed!

FRIENDS & FAMILY TEST RESPONSES (Jan – Dec 2016 & Jan-Feb 2017)

Heather shared the statistics for the last calendar year which confirmed that 92.6% of patients would recommend the surgery their friends or family. During January & February 97.6% would recommend the surgery.

Verbatim comments for January and February were also reviewed.

Members mirrored these positive results with their own experiences.

PATIENT SURVEY 2016

Due to Heather’s absence from the practice at the start of the year, the results has not yet been analysed however it was hoped she would be able to share these at the next meeting.

STAFFING UPDATES

Heather confirmed that there had been some staffing changes in the Service Advisor team and that they were currently interviewing for 2 part time positions. As a result the Service Advisor team were under increased pressure during this recruitment period.

WAITING ROOM IMPROVEMENTS

Members commented favourably on the waiting room improvements, saying it was a lot brighter and more modern. Heather explained that there would be a new sign in the foyer which will bring the colour scheme together.

ANY OTHER BUSINESS

[REDACTED] queried the online process for ordering repeat medication, commenting on how “illogical” it was. Heather explained that this was beyond the control of the practice however they had added some statements to the screens to help guide patients through the process.

[REDACTED] highlighted that the Archway Project at Arden Road were on ITV’s Calendar as part of their “All Together Now” series to promote community groups and would be donating £150k to the one receiving the most votes. Members were encouraged vote for this local group that held a successful dementia group on a Monday.

DATE AND TIME OF NEXT MEETING

The next meeting would be held on Thursday 25 May 2017 at 6.30pm