

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

Patients in Attendance:

[REDACTED]

External Speakers: Edith Boon, Barnardo's
Practice Staff: Heather Simpson, Practice Manager

Apologies: [REDACTED]

BARNADOS PRESENTATION re LGBTQ AWARENESS

Heather introduced Edith Boon from Barnardo's and explained that they had been commissioned by the CCG to raise awareness of the issues facing the LGBTQ community in accessing health services and work with practices to bring down those barriers. Barnardo's focussed on 16-24 year olds but any changes made by the practice would benefit the whole LGBTQ community.

Edith explained that there was a reluctance for LGBTQ patients to make appointments which delayed them accessing treatment. LGBTQ patients had an increased mental health risk with a large percentage of patients attempting suicide.

Members undertook an exercise in answering "true or false" to a number of statements that related to gender identity as well as LGBTQ terminology. The quiz sparked a lot of conversation and helped to raise awareness with members regarding this emotive area.

Edith explained that, through lack of awareness, patients may find that a number of assumptions are made by health professionals regarding sexuality and gender. Edith had worked with a local practice who now displayed an LGBTQ notice board that was welcomed by their patients and helped improve accessibility to services.

Edith would be presenting to the Practice team in the training afternoon on 14 February 2018 and Heather explained that any suggestions made by the PPG would be fed into this training.

Heather would update the Practice website with the contact details for the "Identities" group that Barnardo's ran for young people.

ACTION: Heather to update the website.

After Edith left the meeting, Members had a lively discussion regarding her presentation and agreed that a display in the foyer would be a positive step forwards. This would be part of the ongoing rotation of displays in the practice.

NOTES FROM SEPTEMBER 2017 MEETING

The notes of the last meeting were reviewed and approved for accuracy. Members agreed that the Flu clinics had run extremely well and were happy with the practice decision to rent the BP machine for 6 months. Heather explained that letters inviting patients for their annual reviews would incorporate the use of the BP machine. This was welcomed by the PPG.

CALDERDALE HEALTH FORUM

Members had not yet received the minutes from the 12 September 2017 meeting. The next meeting would be held on 12 December 2017. Representatives would feedback to the Group in January 2018 as it was anticipated that a presentation on Accountable Care Systems (ACS) would be made by the CCG. Heather advised that the CCG had presented this idea to practices earlier in the year but had not discussed this much further so was interested to hear how this was presented to patients.

FRIENDS & FAMILY TEST RESPONSES (September & October 2017)

Heather shared the statistics for the 2 months which confirmed that 97.9% of patients would recommend the surgery to their friends or family. Verbatim comments were also reviewed. Members mirrored these positive results with their own experiences.

“YOUR SPACE” (HEALTH FORUM AGENDA ITEMS IDEAS)

No new items were raised.

2018 MEETING DATES

The meeting date for May 2018 was amended to 24th (from 31st). The remaining dates were agreed.

Heather would update the schedule and share these with the minutes.

ANY OTHER BUSINESS

- [REDACTED] queried whether the practices had received any CCG directives or results from recent surveys on the cessation of prescribing medication that could be bought over the counter (OTC). Heather confirmed that no information had been received.
- [REDACTED] also queried what the options meant whereby a practice could limit patient registrations or close their list to new registrations. Heather explained that the practice list had grown dramatically in the past 18 months however registrations were not being restricted. She explained what the impact on existing patients would be if a practice opted to close its list. Members were not aware that by closing their registered list, a practice would not be able to provide existing services like blood appointments, dressings, joint injections, minor surgery or vaccinations if they ceased registering new patients. For clarity this was not an option that the practice was pursuing.
- Heather highlighted that King Cross was switching on its Christmas lights on Friday 8 December and that the practice was taking part by offering a warm drink and seasonal goodies in the foyer from 2pm.
[REDACTED] offered to bake and volunteered her time to help out. [REDACTED] also offered to help. Both were thanked by Heather.
- [REDACTED] asked for Hospital Appointments and the CCG to be added to the next agenda.
ACTION: Heather to add this agenda item.

DATE AND TIME OF NEXT MEETING

The next meeting would be held on Thursday 25 January 2018 at 4pm