

**KING CROSS PRACTICE – PATIENT PARTICIPATION GROUP (PPG)
Notes 24 May 2018**

Patients in Attendance:

[REDACTED]

Practice Staff: Emily Smith, Operations Support Manager

Apologies: [REDACTED]

NOTES FROM 29 MARCH 2018 MEETING

The notes of the last meeting were reviewed and approved for accuracy. Heathers actions for the previous meeting were reviewed and members were happy with these. Members discussed the Practice meeting with the hospital's Chief Operating Officer on 23 April, Emily noted this discussion raised a number of issues which they were going to take back and look into, but overall the meeting provided a chance to begin a two way discussion to improve both of our services.

CALDERDALE HEALTH FORUM

[REDACTED] confirmed he is still planning on attending the 12 June 2018 Calderdale Health forum and had received the agenda today. [REDACTED] will feedback to the next PPG meeting on 26 July 2018. No new items were raised for the CHF by attendees.

FLU SATURDAYS 2018

Following further information regarding the planning and delivery of the flu vaccines there are now 3 confirmed flu clinic dates:

- 29 September
- 13 October (Moved from 20 October)
- 24 November (New date)

ACTION: Members to note the change of date.

PPG PLAN FOR FLU CLINIC

Members agreed that the questionnaire must be simple, but understood the need for questions surrounding demographic. Members queried what the Practice wanted to find out from the questions; Emily explained it would be beneficial to be able to identify patterns in responses for particular demographics. Members stated that it was difficult to ask numerous questions of individuals in such a busy clinic. Emily suggested a system where patients complete a numbered questionnaire with demographic questions. Members could then just ask the "What is done well?/What could be improved?" questions and document the patients answer & number.

Members agreed this could work and requested a mock-up of the questionnaires to be brought to the next meeting.

ACTION: Emily to discuss with Heather plans for patient questionnaire.

PPG NAME BADGE GUIDELINES

As per the March meeting notes Heather had ordered the members new name badges so they can be identifiable when approaching patients. Members in attendance received their name badges and a copy of the Identity Badge Protocol. Members read this through, agreed to the approved uses of the name badges and signed the protocol. A copy of this will be included in the meeting notes when circulated.

ACTION: Emily to include signed copy of Identity Badge Protocol with meeting notes sent out to members.

FUNDRAISING PROGRESS

Members discussed the progress in obtaining raffle prizes for the Practice fundraising dates. [REDACTED] updated the members on her success along King Cross Road, receiving a P. Wilkinsons £20.00 Voucher, a dozen cakes from Dove Cote Cakes, bath products from Swires Chemist and a £10 voucher from A Walker Butchers (for the use in the Overgate raffle later in the year). [REDACTED] had also approached Mattorian Picture Framing and was awaiting a response from them. Emily had prepared a letter for the Tesco Champion requesting support in fundraising, which was dropped off by [REDACTED] and we had received a reply. Emily will be discussing this further with Tesco later this week. [REDACTED] confirmed he would attend King Cross Pharmacy to see if there was any possibility of a donation. Emily confirmed a notification would go out to staff next week to request donations for the raffle.

ACTION: Emily to send out notification to staff for donations for fundraising raffle.

POST MEETING NOTE: Mattorian have responded to our request with a beautiful P. Jeffreys print of 'Outside In, Heptonstall' for the raffle.

POST MEETING NOTE: Tesco have donated a £30 gift card for the purpose of our raffle.

FRIENDS AND FAMILY TEST RESPONSES (March & April 2018)

Emily shared the statistics for the two months which confirmed that 97.2% of patients would recommend the surgery to their friends or family. Verbatim comments were also reviewed and members reflected that they were good and mainly constructive comments. Members mirrored these positive results with their own experience. Emily raised the positive effect of such comments within the Practice.

“YOUR SPACE” (HEALTH FORUM AGENDA ITEMS IDEAS)

No further items were raised for the “YOUR SPACE” Health forum agenda.

Items remain:

- Friends & Family Test: do other PPG receive this information? What is shared?
- Flu Clinic Opportunities: We do a survey but what do other practices do at their flu clinics?

ANY OTHER BUSINESS

1. Telephone System

Members remarked in the length of time spent on the phone on hold, due to length of the call messages. Emily updated Members on the new shortened phone message for summer and the possibility of viewable telephone caller stats in the office which should shorten the length of waiting on the phone.

2. NHS70

Members queried whether the Practice would be marking the NHS 70th celebrations with any event.

ACTION: For further discussion with Heather and to share with Members.

DATE AND TIME OF NEXT MEETING

The next meeting would be held on Thursday 26 July 2018 at 6.30pm.