

KING CROSS PRACTICE – PATIENT PARTICIPATION GROUP (PPG)
Notes 26 July 2018

In Attendance:

[REDACTED] [REDACTED] [REDACTED]

Practice Staff: Heather Simpson, Practice Manager
Dr David Hankin, GP Partner

Apologies: [REDACTED]

NOTES FROM 24 MAY 2018 MEETING

The notes of the last meeting were reviewed and approved for accuracy.

NHS70: Heather shared the Memories Book which had been set up for patients to share their memories of the NHS at 70 as well as the practice being located in the current premises for 30 years next month.

All other actions were covered by agenda items.

CALDERDALE HEALTH FORUM

[REDACTED] confirmed attending the 12 June 2018 Calderdale Health Forum (CHF). The minutes reflected the meeting which covered, amongst other topics, "Did Not Attend" (DNA) information. [REDACTED] felt that the practice was tackling the issue well compared to others however members felt it would be useful to have a breakdown of the DNAs by GP then other health professionals. [REDACTED] confirmed his intention to attend the 11 September CHF.

ACTION: Heather to breakdown the DNA statistics and share these at the next meeting.

FLU SATURDAYS 2018

a) Patient Questionnaire

Heather tabled a potential patient questionnaire following previous discussions with members. There were mixed responses relating to the demographic questions however Heather explained that these were compliant with standard equality & diversity monitoring questions. It was agreed that this section of the form would be optional for patients to complete as the main purpose of the questionnaire was to know what the practice did well and what could be improved.

Members were happy with this approach and agreed to promote the completion of the questionnaire at the flu clinics.

b) Fundraising – Macmillan Coffee Morning

As previously agreed, the fundraising around each flu clinic would be for Macmillan Cancer Research. Members agreed to try and obtain more raffle prizes from local businesses following the success of the Nystagmus Network fundraising (see below). [REDACTED] agreed to bake again. All of these efforts were appreciated by the practice.

c) Volunteers for each Flu Clinic:

- **29 September:** [REDACTED] 8.30 – 10.30; [REDACTED] 8.30-9.30; [REDACTED] 9.30; [REDACTED] 10.30 onwards
- **13 October:** [REDACTED] 9.30; [REDACTED] 10.30. [REDACTED] would confirm nearer the time.
- **24 November:** To be agreed at the September meeting

FUNDRAISING UPDATE FOR 20 JUNE NYSTAGMUS NETWORK

Firstly Heather thanked everyone for their support and contributions to this fundraising effort. She confirmed that the practice had raised £247 for the charity. Heather also tabled a copy of the Nystagmus Network newsletter where a picture of the bake sale in practice was featured together with an overview of the fundraising activity. A 'Thank You' card had also been received.

TERMS OF REFERENCE REVIEW

The Terms of Reference for the Group were reviewed line by line and were approved without amendment. There was just an alteration to Heather's surname to be made.

ACTION: Heather to circulate with the minutes.

Discussions took place about the changing landscape with voluntary organisations. [REDACTED] updated members on a new organisation called Voluntary Sector Alliance (VSA). They published a newsletter that [REDACTED] agreed to share with Heather. Heather agreed to contact VSA to see if they were willing to present to the practice about their work as patients may benefit from being signposted to more social wellbeing organisations. Dr Hankin advised that he had attended recent training where it was advised that a directory of voluntary services was to be published. It was hoped that such services would have the Quality for Health marker – subscription based status to provide assurance to the health sector on the quality of services provided.

ACTIONS:

- [REDACTED] to share the newsletter with Heather
- Heather to contact VSA regarding presenting to the practice

FRIENDS AND FAMILY TEST RESPONSES (May & June 2018)

Heather shared the statistics for the two months which confirmed that 94.8% of patients would recommend the surgery to their friends or family. This was a slight drop from the previous 2 months however it was still above 90% which was agreed to be good. 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. Heather reiterated that the comments were circulated within the practice team and had a positive effect.

“YOUR SPACE” (HEALTH FORUM AGENDA ITEMS IDEAS)

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

ANY OTHER BUSINESS

1. Oxenhope Pharmacy

[REDACTED] shared a leaflet he had received from Oxenhope Pharmacy that advised they could order medication for patients. Heather explained that the cessation of pharmacy ordering was a Calderdale CCG initiative only.

2. Summer Newsletter

Heather provided an overview of the Summer newsletter and encouraged members to read a copy. It was available in the surgery and online.

3. Heatwave

The hot weather had caused more patients to think they had a urinary tract infection when, in fact, they were dehydrated. Testing for a UTI took 20 mins per test. On 1 day the practice received 12 urines which took 4hrs of nurse time to process. Heather reiterated the need for everyone to keep hydrated.

DATE AND TIME OF NEXT MEETING

The next meeting would be held on Thursday 27 September 2018 at 6.30pm.

[REDACTED] apologies were noted.