

KING CROSS PRACTICE – PATIENT PARTICIPATION GROUP (PPG)
Notes 27 September 2018

In Attendance:



Practice Staff: Heather Simpson, Practice Manager

Apologies: [Redacted]

NOTES FROM 26 JULY 2018 MEETING

The notes of the 26 July 2018 meeting were approved for accuracy.

ACTION: Heather to breakdown the DNA statistics and share them with these minutes. DNAs would be added this to the agenda of the November meeting.

With regards to the Quality for Health marker, it was noted that this was difficult for the smaller voluntary organisations to achieve.

CALDERDALE HEALTH FORUM

[Redacted] confirmed attending the 11 September 2018 Calderdale Health Forum (CHF). The minutes reflected the meeting which covered, amongst other topics, car parking charges at the Calderdale & Huddersfield Foundation Trust, seasonal 'flu jabs, how PPGs can support cancer screening uptake and design thinkers for Active Calderdale.

The group discussed each of these areas with the following points noted:

- Members were astounded that the parking charges at the hospital went to a private company and not the Trust.
- Heather explained the changes and difficulties in delivering the seasonal flu vaccinations this year. There were supply issues that needed to be managed carefully. Members appreciated the logistical difficulties that faced the practice in delivering the clinics this year.
- Before committing to supporting the cancer screening campaigns to improve uptake, members asked for clarity regarding the expectations of PPG involvement. **ACTION:** Heather to message other practice managers as well as the CCG to see if an event could be arranged to deliver the same message to all PPGs who are interested. **ACTION:** Heather to collate screening uptake statistics for the practice and share these with the minutes.
- Any PPG members who were interested in being part of the design of Active Calderdale should contact helen.davies@calderdaleccg.nhs.uk. [Redacted] shared his experience following a recent stroke. He was given a booklet with information regarding different post-stroke activity groups around Calderdale. He found this very beneficial and was happy for this to be included in the minutes.

[Redacted] confirmed he would be attending the 11 December meeting.

FLU SATURDAYS 2018

a) Patient Questionnaire

Members were happy to promote the questionnaire.

b) Fundraising – Macmillan Coffee Morning

Members were encouraged to either bake or purchased goods!

POST MEETING NOTE: The 29 September bake sale & raffle raised £296!! A huge thank you to those who baked and/or bought! The October flu clinic would also be in aid of Macmillan so more baked goods were needed!

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; [REDACTED] 10am onwards
- **13 October:** [REDACTED] 9.30; [REDACTED] 10.30. [REDACTED] would confirm nearer the time.
- **24 November:** This was a smaller clinic however volunteers were still welcomed.

GP PATIENT SURVEY RESULTS

Heather presented the GP Patient Survey results which had been published in August 2018. The practice was better than the national or CCG average on most of the answers given. It was noted that only 100 patients had completed the survey so this was not reflective of the whole registered population. A brief overview is given below:

- Q22. Overall how would you describe your experience of making an appointment? 82% said "Good". The CCG level was 73% with the national level at 69%
- Q26a. Last time you had a general practice appointment, how good was the healthcare professional at treating you with care and concern? 95% said "Good". The CCG level was 90% with the national level at 87%
- Q31. Overall how would you describe your experience of your GP practice? 91% said "Good". The CCG level was 87% with the national level at 84%

Heather had presented this to staff in the closed afternoon in September and had thanked them for delivering these fantastic results. This was echoed by members.

FRIENDS AND FAMILY TEST RESPONSES (July and August 2018)

Heather shared the statistics for the two months which confirmed that 96.0% of patients would recommend the surgery to their friends or family. This was an increase from the previous 2 months. 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)

[REDACTED] would query whether the sharing of Friends and Family results on a Calderdale-wide scale was possible as Heather confirmed the statistics (not verbatim comments) were submitted every month to NHS Digital. It would be useful to have this comparative information.

ANY OTHER BUSINESS

1. Improved Access

Heather confirmed that patients were being offered appointments up to 8pm on week days and at weekends/bank holidays at Spring Hall however uptake was <10%.

2. Single Point of Access for Mental Health Services

[REDACTED] asked for feedback relating to this and whether patients were using this during an emergency crisis. **ACTION:** Heather would ask the GPs.

3. Children and Adolescent Mental Health Service (CAMHS)

[REDACTED] wondered whether GPs were experiencing problems accessing this service which operated on a tiered basis. Heather advised that some tiers were difficult to access.

4. Recall Dates

[REDACTED] wondered by his recall date was slipping a month each year. Heather advised that the recall dates were moved on a year from the date of the appointment not the date of the invite. This may have contributed to the slippage.

DATE AND TIME OF NEXT MEETING

The next meeting would be held on Thursday 29 November 2018 at 4pm.