

KING CROSS PRACTICE – PATIENT PARTICIPATION GROUP (PPG)
Notes 29 March 2018

Patients in Attendance:

[REDACTED] [REDACTED] [REDACTED]

Practice Staff: Heather Simpson, Practice Manager

Apologies:

[REDACTED]

NOTES FROM JANUARY 2018 MEETING

The notes of the last meeting were reviewed and approved for accuracy. Heather confirmed that a GP would attend the first part of 1-2 meetings per year. Dr Hankin agreed to attend the July meeting.

FUNDRAISING IDEAS

Although this was not an agenda item, member agreed to feedback to this meeting any ideas for fundraising. Following discussions the following schedule and charities were agreed:

- **20 June:** Nystagmus Network
- **29 Sept & 20 Oct** (Flu clinics) : Macmillan
- **December** (Christmas Lights): Overgate Hospice

It was agreed that there would be a food hamper and a beauty hamper to be raffled off; a bake sale which the PPG would support by baking where possible; and local businesses would be approached to donate vouchers to be included in the raffle. There could also be an alcoholic and non-alcoholic drinks hamper.

[REDACTED] agreed to approach local businesses for raffle donations.

Volunteers for the fundraising days themselves would be confirmed at the May meeting.

ACTION: Members to confirm availability in May.

CALDERDALE HEALTH FORUM

The notes of the Health Forum held on 13 March 2017 had been received and circulated with the agenda. The Forum was attended by 3 representatives from the Group. The Did Not Attend (DNA) table was reviewed and Heather queried where the data had come from so she would raise this with the Clinical Commissioning Group (CCG). Attendees also queried the role of Practice Champions and wondered whether this could be brought into the Practice. It was thought that this was a historical scheme that may have been continued by some practice. Heather would look into this.

ACTION: Heather to clarify the data within the DNA Report with the CCG.

ACTION: Heather to explore the role of Practice Champions

The next meeting of the Health Forum would be held on 12 June 2018 and Members who would attend this agreed to feedback at the next meeting of this PPG.

HOSPITAL APPOINTMENTS AND THE CCG

This agenda item had been asked to be added to the agenda and Members were informed that mistakes had been experienced with appointment bookings at the Hospital on numerous occasions, in particularly the Eye Clinic. A formal complaint had been made to the Trust regarding this. It was felt that systems were not talking to each other. Members in attendance had not experienced by of the issues raised.

Heather informed Members that the Chief Operating Officer of the Trust was meeting with the practice on 23 April so she would raise this as a general point.

ACTION: Heather to raise appointment errors at the Trust meeting on 23 April.

FLU SATURDAYS 2018

Following a delay in the scheduled deliver date of vaccines, the October Flu Saturday would now take place on 20 October and not 13 October as previous advised.

ACTION: Members to note the change of date

PPG PLAN FOR FLU CLINICS

Members agreed that a simple question of “What would you improve?” could be asked at the flu clinics. Additional demographic information would also be helpful. This would be explored further at the May meeting of the Group.

Member requested name badges so that they were identifiable when approaching patients. Heather agreed with this and confirmed that there would have to be guidelines in place for when the badges could be worn.

ACTION: Add Patient Questionnaire to the May agenda.

ACTION: Heather to order name badges for volunteers and representatives

FRIENDS & FAMILY TEST RESPONSES (January & February 2018)

Heather shared the statistics for the 2 months which confirmed that 96.1% of patients would recommend the surgery to their friends or family. Verbatim comments were also reviewed and members reflected that they were good and constructive comments. Members mirrored these positive results with their own experiences.

“YOUR SPACE” (HEALTH FORUM AGENDA ITEMS IDEAS)

- 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. Prescription System

Members who used the online service remarked at how easy it was to order repeat medication through this media. Heather explained that the initiative of the CCG. Members had heard of a different process for ordering medication via a card that was presented. Heather would investigate this by speaking to the managers of the practices mentioned.

ACTION: Heather to obtain information to understand the use of a card to request medication.

DATE AND TIME OF NEXT MEETING

The next meeting would be held on Thursday 24 May 2018 at 6.30pm

It was noted that the agenda stated the wrong date for the May meeting. The meeting was confirmed for the 24 May 2018.