

ELMWOOD FAMILY DOCTORS PATIENT PARTICIPATION GROUP

Minutes of the Patient Participation Group (representing Holmfirth & Meltham Sites) Tuesday 4th December 2018 7:00 p.m. at Holmfirth

Present: Matthew Milburn (Chair), Dr David Hughes, Sarah Shepherd, Alan Barlow, Jean Quarmby, Claire Sellens, Jill Hayfield, Phil Hacks, Les Thomas

No.	Item	Actions
1.	Apologies: Sue Cran, Jane Lockwood, Rob Hodgson, Winifred Kemp	
2.	Minutes from previous meeting: agreed. Each member of the PPG introduced themselves. Dr Hughes gave his apologies for not attending the last meeting.	
3.	Matters Arising :	
	<u>3.1- Questionnaire</u> 200 surveys have been completed so far. Receptionists will continue to distribute to patients until we have 400 completed. The practice will begin to upload the answers electronically.	Share the results of the survey at the next PPG meeting; add as an agenda item.
	<u>3.2 – Newsletter</u> An action from the last meeting was for the newsletter to be circulated and available for patients. Dr Hughes gave his sincere apologies that this hasn't yet been done - due to managerial changes within the practice it has been regrettably missed.	Sarah to review newsletter, update any out-of-date information and send for printing by 14th December. Also add to TV screen and website.
4.	Managerial Changes at Elmwood	
	Dr Hughes gave an overview of the new management structure. The Practice Manager, Mary McEnhill, retires this week, and the HR and Patients Services Manager, Hayley Hartley, has left the practice for a	

	<p>new role elsewhere. Sarah Shepherd, Business Manager, joined the practice on 1 October and will be working closely with a team of managers, including a Finance Manager, HR & Patient Services Manager, and a Site Manager at Meltham. The practice recognised a while ago that a team of managers was needed for a practice of this size. Interviews for the HR & Patient Services Manager will be held this week, and in the meantime, Sarah will work with the PPG until she is able to hand over to Hayley's replacement.</p>	
<p>5.</p>	<p>Noticeboard updates</p>	
	<p>The staff noticeboard is now in the entrance area at both the Holmfirth and Meltham practice. It has been well received by patients who find it helpful when they can't always remember the name of the clinician they saw.</p> <p>The PPG noticeboard still requires some work. Matthew suggested this notice board is used to communicate community support and initiatives available in the local area of the Holme Valley. The idea is to provide information to patients on what's going on in the area to stay fit and healthy, in both body and mind, and opportunities to meet new people.</p> <p>Matthew suggested using the magazine Tito which includes a 'Whats On' page and other items such as nearby walks, which could potentially be photocopied/enlarged and displayed on the noticeboard at both sites (ensuring advertisements are removed). Members thought this was a good idea and also suggested pulling together a 'local groups & events' poster which will include regular groups throughout the year, for example Holmfirth Library has a walking group, the friend-to-friend group, etc.</p>	<p>Jill to contact Tito magazine publisher to check they are happy for us to display the magazine in the waiting areas and for information on how we can get hold of the magazine in a timely manner.</p> <p>Members to email Sarah of any local groups or events which can be included on the poster.</p>
<p>6.</p>	<p>Dates for future PPG meetings and location</p>	
	<p>The meetings will be scheduled on the first Tuesday of every third month of 2019, as follows; 5th March 2019 4th June 2019 3rd September 2019 3rd December 2019</p> <p>All the meetings will take place at Elmwood in Holmfirth, so the IT equipment can be used.</p>	

7.	Other business	
	<p>Jill enquired as to what extended access services the surgery provides as it is not clear from the website. David gave an overview of extended access provided at Elmwood and by the federation at Huddersfield Royal Infirmary. Sarah informed the group that the website will be updated with information on extended access in the next week or so.</p> <p>PRGN - Jean asked if another member would be willing to attend the Patient Reference Group Network run by the CCG as she can no longer make these sessions. Phil agreed he would attend.</p>	<p>Sarah to email Phil's email address to Francesca Pendino at the CCG.</p>
8.	Next Meeting 5th March 2019 at Holmfirth 7pm	