

ELMWOOD FAMILY DOCTORS PATIENT PARTICIPATION GROUP

Minutes of the Patient Participation Group (representing Holmfirth & Meltham Sites) Tuesday 5th March 2019 7:00 p.m. at Holmfirth

Present: Matthew Milburn (Chair), Dr David Hughes, Sarah Shepherd, Sue Johnson, Alan Barlow, David Brown, Sue Cran, Mike Dowling, Jane Gledhill, Phil Hack , Rob Hodgson, Stephanie Jameson, Howard Johnston, Jane Lockwood, Jean Quarmby, Claire Sellens, Les Thomas,

Apologies; Jill Hayfield, Wyn Kemp

No.	Item	Actions
1.	Apologies and introductions Matthew welcomed the new members and asked for introductions from the group.	
2.	Update on Extended Access Service by My Health Huddersfield. Claire Sibbald delivered a presentation on the extended access service. It was asked if blood forms could be emailed to patients if they were unable to collect at the practice. Sarah confirmed that this wouldn't be possible as the practice can only send patient details to an NHS secure email address. Matthew suggested we display the extended access hours on the screen and add to the next PPG newsletter with a link to the MHH website.	<p style="color: green;">Presentation to be circulated to members.</p> <p style="color: green;">Display the extended access hours to the screen and add to the next PPG newsletter with a link to the MHH website.</p>
3.	Minutes from previous meeting: agreed.	
4.	Matters Arising :	
	<p style="color: green;">Share the results of the survey at the next PPG meeting; On the agenda. Sarah to review newsletter, update any out-of-date information and send for printing by 14th December. Also add to TV screen and website. Done. Group agreed the newsletter would be published twice a year.</p> <p style="color: green;">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. Members to email Sarah of any local groups or events which can be included on the poster. Done. Kerry attending today's meeting to discuss Holmfirth Events.</p>	

	<p>Sarah to email Phil's email address to Francesca Pendino at the CCG. Philip has attended the CCGs patient reference group network meeting.</p>	
<p>5.</p>	<p>Holmfirth Events – What's On Kerry attended from Holmfirth Events. Matthew explained the focus of the PPG recently in terms of promoting community groups and information to share with patients who may be suffering from isolation, depression, or lacking local knowledge. Kerry gave an overview of Holmfirth Events, which is a platform to share what's happening in the area, through social media platforms, e.g. Facebook, twitter, the Holmfirth Events website, google, etc. Events may include play groups, choir concerts, activities at the libraries, gala's and lots more. Holmfirth Events are now being approached with 5 to 20 events a day.</p> <p>David confirmed we would be happy to add a link to our website for patient's information, and include a poster in the waiting area. It's a not-for-profit enterprise working closely with charities and community groups to share their events.</p>	<p>Practice to discuss in a Monday meeting to ensure all our clinicians know about it.</p> <p>Add a link to our website for patient information.</p> <p>Put a poster in the practice to advertise the website.</p> <p>Use the Holmfirth Events website to add some posters to our noticeboards.</p>
<p>6.</p>	<p>Noticeboard of community groups and events</p>	
	<p>Agenda item covered under item 6, with an additional suggestion for a GP to suggest a read each month for patients – a book that promotes Health and Wellbeing.</p>	<p>Ask a GP each month to suggest a book for patients that promotes health and wellbeing.</p>
<p>7.</p>	<p>Survey Results</p>	
	<p>Sarah went through the results of the September - December 2018 patient survey. She gave an overview of the main trends since our previous survey in 2014 as well as the common themes arising from the survey this time. (See attached summary)</p> <p>David confirmed that the practice are currently recruiting additional GPs to improve routine appointment availability.</p> <p>David suggested that we vary the music more and confirmed that we will look at the waiting room layout.</p> <p>Sarah confirmed that as a practice we will be looking at next steps from the survey and asked the</p>	

	<p>PPG to email Sue Johnson with any suggestions they had (s.johnson@elmwoodfamilydoctors.co.uk)</p> <p>Philip mentioned the high % of respondents who had confirmed that they would be prepared to use a tele-consultation. Discussion followed regarding this. In general the group felt that there could be a use for these for certain patient consultations.</p>	
8.	Election of new PPG Chair	
	<p>Matthew announced that he was stepping down as PPG chair and requested that members nominate themselves for the role. He agreed to send out an email outlining the job description.</p> <p>It was agreed to defer the election of a new chair until the next meeting. David agreed to chair the next meeting.</p>	<p>Members to consider if they would like the role of chair. Any member interested in taking on the role of chair to email Sue Johnson. s.johnson@elmwoodfamilydoctor.s.co.uk</p>
9.	Other business	
	<p>Philip suggested joining the national PPG group. There is a small cost involved. David agreed to take this away to the next partners meeting.</p> <p>Philip is a member of the PRGN and asked how much information members would like feeding back. He agreed to send out some of the relevant information to members.</p> <p>Philip recognised the great work done by the practice in keeping the practice website and face book page.</p> <p>It was agreed to put the role of network and practice pharmacist on the next agenda. David agreed to update members at the next meeting.</p> <p>Mike raised that he is on the Royal British Legion community committee and would like to raise awareness of the support which the RBL can offer to ex-public service personnel - this can be financial as well as practical support services. Matthew agreed this could be highlighted on the PPG noticeboard and an item for future meetings</p>	<p>Discuss joining the national PPG group at the next partners meeting.</p> <p>Add the role of network and practice pharmacist to the next agenda and David will update.</p> <p>Mike to provide a 1 page A4 poster for the noticeboard - email through to Sue</p>
10.	Next Meeting 4th June, 2019 at Holmfirth 7pm at Holmfirth surgery.	