

Elmwood Family Doctors Patient Participation Group

Minutes of the Patient Participation Group (representing Holmfirth & Meltham Sites) Tuesday 3rd December 2019 7:00 p.m. at Holmfirth

Present: Jane Gledhill (Chair), Dr David Hughes, Sue Johnson, Alan Barlow, David Brown, Janet Clapham, Sue Cran, Claire Curtiss, Phil Hack, Jill Hayfield, Rob Hodgson, Howard Johnston, Wynn Kemp, Les Thomas, Keith Wilberforce.

Apologies: Sarah Shepherd, Stephanie Jameson, Anne Little, Jane Lockwood Linda Blanchard

No.	Item	Actions
1.	<p>Apologies and introductions Jane introduced Michelle Sharples and Ed Atkinson from Social Prescribing and Stacey Appleyard from Healthwatch</p>	
2.	<p>Minutes from previous meeting: Agreed Slides now on screen for extended hours Hub Services at HRI</p>	
3.	<p>Social Prescribing link workers</p> <ul style="list-style-type: none"> • Michelle Sharples has been appointed as our Social prescribing link worker and attended the meeting with Ed Atkinson • Michelle described role of link worker : to help patients who feel isolated build up contact with social groups and help them find out about groups and classes they can join within the community • Michelle will see patients in Elmwood surgery and also accompany them to join a group if they want this support. She can see six patients per weekly session. • She is able to work with individuals for up to 12 x 30 minute appointments • Her role is also to help groups recruit volunteers to work for them • Patients can be signposted by their GP / receptionists to the service • David highlighted that Elmwood has been one of the busiest referrers to Community Plus who previously led the social prescribing service within Kirklees and that social prescribing has been very helpful in terms of de-medicalising social issues. 	<p>Jane Gledhill to meet with Anne Little, Linda Blanchard and Phil Hack in January to support Michelle in compiling a database of local community groups.</p>
4.	<p>Active signposting</p> <ul style="list-style-type: none"> • Showed video made by Eddleston High School highlighting the benefits of signposting 	

<p>5.</p>	<p>Healthwatch</p> <ul style="list-style-type: none"> • Stacey Appleyard described the role of Healthwatch which is : • to act as a watchdog for the health and social care system • to provide the NHS with patient feedback from across Kirklees and Calderdale with a view to identifying opportunities to improve patient service • To help individuals by providing information and signposting them • She went through the NHS Long term plan and a summary of the feedback obtained from patients • She gave contact details for healthwatch- <p>Website : www.healthwatchkirklees.co.uk Twitter : @HWKirklees Facebook: Search for Healthwatch Kirklees Phone : 01924 450379 Email: info@healthwatchkirklees.co.uk Text : 60777 – start your message with XK4C9 (see attached slides)</p> <p>Stacey asked for any feedback or ideas around how to enable workers who interact with the public e.g. postal workers / milk delivery workers to report to someone if they pick up any warning signals re individuals as they go about their work</p>	<p>Members to feedback any ideas to Jane who will collate and send on to Healthwatch</p>
<p>6.</p>	<p>Progress since last meeting</p> <p>Phil Hack highlighted all the information available on Elmwood’s website regarding signposting individuals to support This is under "Patient Information " > " Links"</p>	
<p>7.</p>	<p>Network Meetings</p> <p>Jane issued handouts received at PRGN meetings namely:</p> <ul style="list-style-type: none"> • PCN Valleys Network • Kirkwood Hospice – Myth Busters • Carers Count (Jane highlighted that there is also a lot of information in the patient waiting areas of the surgery regarding support which carers count can offer) 	<p>Jane to arrange a representative from Carers Count to attend the March PPT meeting</p>
<p>8.</p>	<p>National GP survey</p> <p>Sue issued a handout showing the results of the GP national survey and described how Elmwood look at the survey results in order to benchmark the service provided by the Practice against that provided nationally, by</p>	

	our CCG and by other practices within our Valleys PCN. From this areas to focus on improving are fed into the Practice's Service Improvement Plan	
9.	<p>Updates from the practice</p> <p>David described progress with regards to the Primary Care Network. He said that the PCN is meeting on a monthly basis and is going through a process of determining how practices can best work together. Going forward the representative from Elmwood will be Dr Gareth Price. He said a budget had been made available to the PCNs and that The Valleys is focusing on improving end of life care and is working closely with Kirkwood Hospice. He said that the PCN would welcome support from the various PPG groups but was yet to determine how best to meet with PPG members</p>	
10.	<p>Key actions for 2020</p> <ul style="list-style-type: none"> Supporting social prescribing link workers catalogue local community groups Arranging patient self-help group guest speakers e.g. Carers count 	
11.	<p>A.O.B.</p> <ul style="list-style-type: none"> The NAPP summary for member PPGs requested patient feedback but asked for this through the medium of a 30 second video. It was highlighted that this wasn't a user friendly format for many and that there should be another way of gathering feedback. Les felt that GP rooms were dull with no wall art on display. David explained CQC restrictions due to hygiene regulations. David requested PPG members review Elmwood website and Online access portal to consider how user friendly it is. Several members gave instant feedback regarding this to say that both were excellent. David stressed that the more patients use the online access then this frees up the phone lines for queries and enquiries. He said that going forward the Practice will be doing more to engage patients in accessing their test result online and those who haven't got online access will book in the see a GP face to face. There will be an alternative by exception for housebound patients without internet access. A question was asked whether telephone appointments were available. David confirmed that the Practice does not offer telephone appointments. 	<p>Phil to pass feedback back to NAPP</p> <p>All members to review Elmwood's website and provide feedback at next meeting</p>
12.	Next Meeting 3rd March 2020 at Holmfirth 7pm at Holmfirth surgery.	