

## Elmwood Family Doctors: Patient Participation Group

**Minutes of the Patient Participation Group (representing Holmfirth & Meltham Sites) Tuesday 22<sup>nd</sup> September 2020 7:00 p.m. via Zoom**

**Present:** Jane Gledhill (Chair), Dr David Hughes, Sue Johnson, Linda Blanchard, Janet Clapham, Phil Hack, Jill Hayfield, Jane Lockwood, David Brown, Wynn Kemp, Keith Wilberforce, Stephanie Jameson

**Apologies:** Alan Barlow, Sue Cran, Claire Curtiss, Rob Hodgson, Howard Johnston, Anne Little, Les Thomas

	Item	Actions
	<b>Minutes from previous meeting: N/A</b>	
	<b>Introduction</b> Jane welcomed everyone to the meeting and thanked them for their continued support as she acknowledged how hard it was to maintain enthusiasm and momentum during the pandemic.	<b>Jane to arrange interim meetings.</b>
<b>Responsive</b>	<b>Phlebotomy</b> The Valleys PCN is supporting practices to recruit additional phlebotomy resources to meet demand for blood testing.  <b>Feedback to the Community Hub</b> - Sarah Broxton, the new manager from Holmfirth Tech was unable to join the meeting but sent a presentation to be shared with PPG members. Holmfirth Tech are keen to gain feedback from patients and clinicians from each practice within the PCN with regards to where they feel it should focus its resource.	<b>New practice healthcare assistant will join us in October</b> <b>PPG members to share feedback in response to the question posed on Page 8 of the slides at our next meeting.</b>
<b>Safe</b>	<b>E – Consult &amp; Telephone appointments</b> PPG members were asked for feedback on their own or their friends & family experience of both methods of contact with GPs. The majority of members said their own and others experience had been extremely positive however there was recognition that some appointments would always be better face to face. <b>Flu Clinics</b> PPG members gave feedback that “the whole procedure was well organised and went very smoothly for patients”. Some PPG members volunteered to help as greeters and marshals for future clinics.	<b>PPG members to continue to provide feedback to the practice</b>  <b>PPG members who wish to volunteer their help with future Saturday morning flu clinics please email Sue Johnson</b>
<b>Effective</b>	<b>New phone system – patient expectations</b> Sue stated that the Practice would be reviewing their telephone contract once the current contract expired and asked members for feedback on which features they felt were best for patients. PPG members confirmed that they felt call queuing should remain a feature and that they felt queue position information would be an improvement the Practice could make.	
<b>Caring</b>	<b>National GP Survey Results</b> PPG members gave their feedback on the surgeries results from September 2020. They related examples of positive patient experiences and made the point that they would rather have a wait for their appointment if the GP was running late than have a GP who wasn't prepared to give extra time to a patient when necessary. Sue stated that receptionist patient service training had been delivered to the team following the previous survey but that this would remain a focus for this year. David stated that the Partners would review the results as part of	

	their business planning process.	
<b>Well – Led</b>	<b>PCN update</b> <b>Social Prescriber</b> Jennifer Strickland is the new social prescriber for the Valleys PCN and will be starting to come into surgeries this month	
	<b>Next Meeting : Tuesday 20<sup>th</sup> 2020 at Holmfirth 7.00 p.m. via Zoom</b>	