

Elmwood Family Doctors: Patient Participation Group

Minutes of the Patient Participation Group (representing Holmfirth & Meltham Sites) Tuesday 20th October 7.00-8.00 via Zoom

Present: Jane Gledhill (Chair), Sue Johnson, Linda Blanchard, Janet Clapham, Phil Hack, Jane Lockwood, David Brown, Wynn Kemp, Keith Wilberforce, Stephanie Jameson, Sue Cran, Claire Curtiss, Anne Little,

Apologies: Claire Curtiss, Jill Hayfield, Alan Barlow, Rob Hodgson, Howard Johnston, Les Thomas

	Item	Actions
	Minutes from previous meeting: N/A	
	Introduction	
Responsive	<p>Margaret Dale from Holme Valley community hub and Glyn Barker from Colne Valley community hub: clarified their role in the community and asked what community support PPG members felt they should offer. As community anchors they provide help for isolated people without support during the Covid pandemic. They also confirmed that, whilst the Valleys are in Tier 2, local groups are still running events at their venues (under Covid safe guidelines) and they are running indoor games nights and music groups, outdoor events e.g. cycling & walking groups as well as telephone & face to face befriending . Social prescribers working across all surgeries in the Primary Care Network can signpost patients to their services. The Colne Valley hub has access to a Benefits advisor who can provide advice on benefits, debt advice and access to debt counselling and Holmfirth are hoping to be able to provide his soon. Holmfirth tech is running a Repair café where people can take items to repair them.</p> <p>The Community anchors are funded by Kirklees council to a degree but have to generate additional funds to be sustainable. They have publicised their services through the local press and social media and can be contacted through :</p> <p>Holme Valley Community Anchor : Website : Holmfirthtech.co.uk Email id : Hvcommunity.anchor@holmfirthtech.co.uk Colne Valley Community Anchor don't have a website. They promote the work of their partner organisations through all the local community Facebook pages under the name 'Colne Valley Help'. Email id : info@valleycare.coop</p>	Jane requested members send any ideas they have regarding support services to the Community anchors
Safe		
Effective	<p>Patient feedback -Jane suggested that it would be great to gather wider feedback on the Practice particularly with all the change brought about by response to the Covid pandemic. All members agreed that it was a key function of the PPG to gather feedback for the Practice from patients on how it can improve patient care. It was agreed that PPG members should put together a digital survey for patients. It was noted that this would require careful design to provide both quantifiable and qualitative feedback.</p>	Members to consider how best to carry out digital patient survey and bring their suggestions to the next meeting.
Caring	<p>Kirkwood Hospice - Keith, as part of his role as an ambassador for The Kirkwood, offered to speak to any groups, members may know of, who would like to know more about what services the hospice offer. These</p>	Members to contact Keith if they are aware of groups

Caring	<p>services are extensive and provide support for many people alongside the Hospice's palliative care role.</p> <p>Keith felt that the Kirkwood patient feedback model may be something our PPG can adapt to gather feedback for the practice.</p>	<p>which may benefit.</p> <p>Keith to find out how The Kirkwood gathers feedback about their patient care.</p>
Well – Led	<p>Primary Care Network -Sue provided updates on PCN progress</p> <p>Phlebotomy Services –The PCN has been pro-active in improving the availability of blood tests and Elmwood patients are now able to book blood test appointments at 4 of the 6 PCN practices. Patients should call Elmwood as normal to book these appointments.</p> <p>Coil fitting - Honley practice is offering this service to patients from across the PCN. Elmwood patients should book a telephone appointment as normal with a GP at Elmwood to discuss referral to this service.</p> <p>First Contact Physiotherapy – Elmwood patients can call the practice to book a telephone appointment with a First Contact physiotherapist who can assess patient needs and where appropriate signpost patients to face to face appointments with physiotherapists.</p>	<p>Thanks to Linda for offering her services to help marshal future flu clinics.</p>
12.	Next Meeting : Date Tuesday 1st December 2020 : 7pm via Zoom	