

Elmwood Family Doctors: Patient Participation Group

Minutes of Patient Participation Group (representing Holmfirth & Meltham Sites) 16th March , 2021 via Zoom

Present: Jane Gledhill (Chair), Dr David Hughes, Sue Johnson, Linda Blanchard, Janet Clapham, Phil Hack, David Brown, Stephanie Jameson, Anne Little, Jane Lockwood, Rob Hodgson,

Apologies; Jill Hayfield, Wynn Kemp, Alan Barlow, Sue Cran, Claire Curtiss, Howard Johnston, Keith Wilberforce, Les Thomas

	Item	
	Minutes from previous meeting: N/A	
Responsive	Patient Survey - It was agreed to encourage patients to put any feedback in the free text boxes - not just formative feedback and the introduction to the survey is to be changed to that effect . Survey will be sent out in May/ June	Sue to update introduction to google form,
Safe	Covid vaccination Elmwood has delivered circa 5000 1 st and 2 nd patient vaccinations to date and we are now vaccinating the 50+ age group. Both Care home residents and staff have been vaccinated with Greenacres having one of the highest take ups of the offer of a vaccine in the country. From April 2021 Elmwood will be organising the vaccination for the other practices within the Primary Care Network with the exception of Oaklands and Slaithwaite.	
Effective	Extended Access - PPG members were asked if they had any feedback for Extended access appointments, members continue to be happy with the range of appointments available. Building repairs update - PPG members were updated as to the building repairs which have been ongoing since January. The PPG were especially happy with the removal of the car park rockery area and the creation of additional parking spaces. Patient Charter - Elmwood has introduced a Patient Charter which will be added to our website (see copy attached)	Any feedback regarding the charter please send to Sue via email
Caring	Practice Services – GP's are seeing a larger proportion of patients face to face which they prefer and find more effective. Chronic disease management is continuing from our Nursing team either via telephone consultations or face to face appointments. Patients can self- refer to Physiotherapy First or IAPT services. David confirmed that the surgery has seen a large increase in the demand for Mental health services. The surgery will be replacing the telephone message with more up to date information about our appointments soon and encouraging patients who are able to access our online services / refer to the Website for information to try to reduce phone line pressure as we are extremely busy taking Covid queries and vaccination related calls currently on top of our usual calls .	
Well – Led	PPG Chair - Elmwood PPG requires a new Chair as Jane steps down after two great years as PPG Chair, leading the PPG through an extremely challenging period. Also Phil Hack is retiring from the PPG and so the PPG needs a volunteer to attend PRGN (Patient Reference Group Meetings) CCG - Greater Huddersfield and North Kirklees will merge from April 2021 – more details about the engagement process, survey and events are on the NHS Greater Huddersfield CCG website	Anyone who feels they can support the PPG by taking on the Chair role / volunteering to attend 4 PRGN meetings per year to email Jane or Sue
12.	Next Meeting : Tuesday 6th July 2021, Tuesday 14th September 7.00pm, Tuesday 7th December 7.00pm	