

## Elmwood Family Doctors: Patient Participation Group

### Minutes of Patient Participation Group (representing Holmfirth & Meltham Sites) 21st September 2021

**Present:** Linda Blanchard (Chair), Dr David Hughes, Sarah Shepherd (Elmwood Manager), Sue Cran, David Brown, Keith Wilberforce, Jennifer Strickland (Social Prescribing Link Worker), Jane Lockwood

**Apologies:** Anne Little, Wyn Sherry, Rob Hodgson, Stephanie Jameson, Jill Hayfield, Alan Barlow, Claire Mich, Howard Johnson, Janet Clapham.

	Item	
	<b>Minutes from previous meeting:</b>	<b>Actions</b>
<b>Safe</b>	<p><b>COVID &amp; Flu Vaccs update – Sarah Shepherd</b>            COVID boosters – beginning Sat 25<sup>th</sup> Sept at Holme Valley Memorial Hospital, for the over 80s. Care homes are to be vaccinated on the 27<sup>th</sup> Sept and then frequent clinics will be put on working down to the over 50s.            Flu clinics – there have been 3 organised for September, 2 of which have already taken place. PPG members gave good feedback for the running of these. Sarah mentioned parking had been an issue, parking marshalls will be used for the clinic on Saturday. Flus are available for the over 65s and 16-64 with a condition, and then we will move on to vaccinating the over 50s.</p>	
<b>Well – Led</b>	<p><b>PRGN meeting update – Linda Blanchard</b>            Linda gave an update on the meeting. Discussed COVID vaccinations. Elmwood were shown to be a very good practice. Presentation on the Integrated Care System, very interesting but high level. Will be asking for local input. Presentation on Rapid Diagnostic Service for cancer, to diagnose within 29 days for those with vague symptoms. Will go on to have 3 hubs, in Halifax, Hudds and Holmfirth – PRGN will be kept informed.            Patient Initiated Follow-up for patients with LTC – have follow ups that isn't always required, this system will allow patients to book when needed as sometimes don't require as many appointments or could have it on the telephone instead. Very interesting. The minutes will be shared when available.</p>	<b>Linda to share minutes when available</b>
<b>Caring</b>	<p><b>Social Prescribing Update &amp; new initiatives – Jennifer Strickland</b>            Jennifer Strickland started last year and only recently started going into surgeries and doing face-to-face. Fairly new role. Nationally patients were going into practices to see GP for non-clinical problems, which is why social prescribing has been introduced, i.e. isolation leading to low mood. Through the pandemic, Jennifer has been referring to telephone be-frienders. Can help people that are wanting to socialise, get into employment, get fit, and support with confidence. Jennifer can connect people to groups, support networks, charities, etc.            Jennifer also works with local community groups, like Holmfirth Tech. Jennifer has found there isn't enough support for carers – meetings with carers count, the tech, and Community Plus to set up a Carers café, Tuesday 10.30am – 12.30pm. 1<sup>st</sup> session will need to book but after that this won't be</p>	<b>Sarah to advertise to patients recorded as Carers</b>

	<p>required. Jennifer asked the members if there are their groups / activities that they would like to see in the area. Keith suggested a group is needed for Male social activity group, as this is lacking, such as wood craft / music memorabilia / games, etc. Dr Hughes suggested an IT training session. Jennifer said they will be focussing on how to use tablets as many people have moved away from computers now.</p> <p>Keith asked if there is information available to describe what social prescribing – information is available on the Elmwood website.</p> <p>Patients can self-refer but most patients currently are referred by the clinicians. Numbers are increasing now.</p>	
<b>Responsive</b>	<p><b>National survey key findings and any action points from findings of Elmwood survey – Sarah Shepherd / Dr David Hughes</b></p> <p>Sarah gave an overview of the results of the national survey. One of the areas we need to improve is 'GP appt times available'. PPG discussed the reasons this could be, such as not using online booking, practice communications to share this, could use the free paper, notice on reception. Seeing/ speaking to a preferred GP is also low, compared to Meltham Group. Elmwood have hugely expanded the amount of training we do, which means patients will see a variety of staff. Patients need to book in advance if they wish to see the same GP. Partners will also review on the partner away weekend. The majority of questions had improved or maintained a high result.</p> <p>The PPG survey – again most questions had a positive outcome. Couple of questions that were lower – the use of e-consults, which is still available but mixed opinions from our clinicians, and video conferencing which was used more at the beginning of COVID but moved back to face-to-face where possible.</p>	
<b>Effective</b>	<p><b>Extended Access</b> – No feedback</p> <p><b>Access to surgery</b> – any comments? No</p> <p><b>Recruitment</b> – GP / HCA / receptionist</p> <p><b>Agenda items for next meeting</b> - Reinvigorating membership, telephone system.</p>	<b>Add to next agenda</b>
<b>AOB</b>	COVID vaccinations for children – 12 to 16 healthy children will be offered the vaccine at schools by Medicare.	
	<b>Next Meeting: 7<sup>th</sup> December 2021</b>	