

PPG Meeting at Kirkburton Health Centre September 10th 2015

Present: Joan Wray, Jane Wood, Judith McCarter, Vanda White, Carole Hepworth, George Paling, Julie Raper, Dr Wallwork.

Apologies: Roy Cull, Sue Calvert, Dennis Roughsedge, Pat Shaw, and Rachel Sanders.

Minutes of the meeting held on July 16th 2015 were approved but Jane Wood asked why a discussion into improving communication with patients had not been included in the Agenda. Julie pointed out that it would be covered in items referring to the community magazines and Social media.

Disabled parking lines These were currently being repaired by the Landlords

Dr Bryony Waller was now a partner in the practice in preparation of for the retirement of Dr Dean who would be working fewer hours from January 2016. Dr Waller is currently training to be a GP trainer.

Current Trainees Dr Joanna Lobaz and James Hirst have started their GP Registrar placement here at the practice. Dr Lobaz is an ST3 and Dr Hirst is an ST2. They have both settled in well.

Photoboards A new larger board for the doctor's photos has been purchased and new photos will be displayed very soon.

Flu Clinics The vaccines are due at the end of September. Appointments for Saturday morning flu clinics will be available **on-line** week ending 14th September 2015. There will be 2 clinics offered in October and 1 in November. More clinics may be offered dependent on take up from patients. Shingles vaccinations are still available for certain age ranges and patients will be invited accordingly. Announcements will be placed in the Shelley Magazine (Burton Bulletin not printed until November) there will also be reminders by text and on-line. Patients not eligible for free flu jabs can have the vaccination at charge which will be confirmed.

Vanda is currently writing information about changes in the Practice. This information will be included in the next Burton Bulletin and the Shelley Magazine.

Social Media Julie is investigating the use of Facebook and Twitter in an effort to communicate with a larger group of patients. Her contact with the social media expert in the CCG was very encouraging. Health Campaigns can be highlighted in this way. Julie has yet to discuss this with the partners.

PPG members were asked to gather relevant groups they know who use Facebook and /or.

Patient Survey Some of the low scores in Kirkburton were for patients not being able to see the doctor of their choice. It was felt that this was partially due to Dr Priestman's drop in hours for the past year and the loss of Dr Lynch.

Dr Wallwork came for a few minutes. He told us we were very lucky in Kirkburton to have such a dynamic group of young doctors. He also pointed out that the practice was fully staffed in a time of GP shortages.

Carers Champion Stacey who had been named as the Carers Champion has moved on to another practice and has been replaced by Clare and Emily who will share the position. Julie will also be giving them support to make it a team approach in supporting carers. Ways of identifying carers were being investigated. As a carer herself, PPG member Judith McCarter has taken notes on her experiences. She will share those with PPG members and will send out these notes by email. Half of the next PPG meeting will be designated for discussion on this topic.

Out of hours There is a message on the practice answer phone directing patients to dial 111. However this information needs to be added to the practice information leaflet.

Patient Reference Group Network (PRGN) Carole had recently attended a meeting and fed back information to the group. This information is included as an attachment in this email.

**The next PPG meeting will be held on Thursday October
22nd 2015 at 6-00pm**