**Minutes of the PPG meeting held at Kirkburton Health Centre on Wednesday 27th February 2019 at 12.30pm**

1. **Present:** CHe (Chair), JW, ST, CHi, JC, SC, RC, MS, JM, SS, PS, NW, JR, MP, GY, JT and Dr BW.

2. **Apologies:** Received from NK, GW, GL and LC.

3. **Welcome new members:** We welcomed new members and appreciated the attendance of all. For next meeting name badges to be provided. JT to organise.

4. **Minutes of last meeting:** Agreed.

5. **Practice Update**: Julie reported that the Practice team is now fully staffed. The appointment of Salaried GPs Dr SB (2 days), Dr RS (3 days), Practice Nurse Lead RF (full time), Receptionist AL and Reception Apprentice PH are welcome new members to the team. Dr CG (registrar) is currently on maternity leave and due to return in May. Our next intake of registrars is August 2019. Dr BW explained that a full team of staff will have a positive impact on appointments, GP admin and training.

**Abusive behaviour**: Our Zero Tolerance Policy is being adhered to due to the increased number of patients who are abusive and threatening to our staff. Following an incident a patient is sent a letter, which is filed in their records, explaining that type of behaviour is not acceptable and may result in being removed from the practice list.

**Appointments:** Dr BW explained that there is a clinician on call every day for dealing with urgent problems for that day. We have a set amount of routine, urgent and GP only to book appointments each day. Once the routines have gone reception staff will book into the urgent (these can only be booked on the day). Once these are full all requests for same day appointments are run by the on call GP. **Reminder text messages:** the day before appointments are no longer sent. The

practice to look into why this has stopped.

**The new Primary Care Networks**, as detailed in the Long Term Plan, JT outlined Kirkburton was in a group with Lepton, Shepley, Dearne Valley and

Skelmanthorpe surgeries and are already busy with projects that will in the long term benefit patients in our area.

**Pharmacist** – we have a pharmacist who attends the surgery once a week, patients can book into see him for medication reviews. The pharmacist is skilled in this area and therefore takes the pressure of the GPs who can continue to deal with more appropriate appointments including long term conditions. Rowlands Pharmacy only share the building with us therefore any queries are to be dealt with by them.

6. **Newsletter:** This will be compiled by CHi items to feature**:**

• Practice Update

• Seasonal health message – Hay Fever

• Update on the Dementia Friends training completed for PPG members

• Training afternoons at the Practice

• Cancelling appointments.

7. **Online Access:** A training session for members of the public was held at Kirkburton Library on February 11th. Although the event wasn’t hugely attended those that did would be spreading the word. The PPG and Practice continue to look at ways to improve access, although we are now above 31.6% which is really good but would be great if we could increase this.

8. **Carers’ coffee morning: Questionnaire feedback:** Carole has put together a questionnaire and this is with Clare Dawson for distribution, along with the invitation to the next carers’ meeting. The Coffee Morning arranged for 6th March has been cancelled. A rearranged date of April 17th, 10.30 am – 12 noon was agreed. PPG members to meet at 10.00am. JT suggested it would be a good idea if SC and CD could meet up to introduce themselves and also look at the coffee morning admin moving forward.

**SC to contact AM and the speaker to see if they can attend.**

9. **Hearing loop:** Feedback from JT, still waiting to hear from the landlord regarding this despite numerous emails.

10. **Dementia Friends Training session:** Following the successful training Session a photograph and thanks have been sent to Monika.

11. **Holidays and room booking:** Procedure for room booking is through JT or JR via email and copy both in. CHe asked about staffing levels in reception during the February half-term holiday, when there appeared to be fewer staff in reception. Dr BW explained that several staff were on holiday along with sick leave, however staffing requirements were met as we have a safe level we can work at.

12. **Health Promotion displays:** JC is helping CHi with the displays – thanks to both. Next health promotion is Prostate Cancer – the displays have been put up. April is Stress Awareness and CHi has been in touch with South West Yorkshire Mental Health Trust IAPT team. Two Psychological Therapies students are helping to produce materials. CHi and JT are to arrange to meet to discuss sourcing campaign materials from Public Health England, NHS campaigns, Department of Health and Kirklees Health Promotion Unit.

13. **PRGN:** Useful information from RC had previously been circulated. A verbal update given about the long term plan and the STP with common policies. If any new members wish to see the last slides please let Sue know. Lot of work going on in the background. Roy attending the next PRGN meeting.

14. **Telephone numbers:** SC has compiled a list of names, emails and phone numbers to enable easier contact between meetings, this will be sent onto CHe

Before we distribute to members. If anyone does not want their number to be distributed please inform CHe or SC before the next meeting.

15. **AOB:**

• All new members will be sent a copy of the latest minutes. It was felt by the new members that the abbreviations used were confusing – so a glossary will be sent to each member and updated as needed by SC.

• Cervical screening – this is now run by PCSE (Primary Care Support England). However, they work closely with the practice (secretaries) who are informed of patients who do not attend and need follow up. It is also noted in the patients’ record so this can be picked up by a member of the team.

• A patient pointed out that she had received numerous review letters, this is being looked at by the practice. Conditions were not mentioned in line with GDPR. This caused some confusion. The codes used in these letters could perhaps be put onto the on line system, a poster is displayed in reception with these codes on.

• Dr BW still looking at group meetings for patients with the same complaint eg weight management with diabetes, HRT.

• For the next meeting NW will tell us about Community Plus.

16. Date of next PPG meeting: **10 April 2019 at 6pm**.

The meeting closed at 1.35pm.