

MINUTES OF PATIENT PARTICIPATION GROUP MEETING HELD ON 7 FEBRUARY 2023

1. **Present:** ET, CHi, Che, RC, SC, JR, LL, IB, AD, PS, ND, MS
2. **Apologies:** JL, RD, JS, LC, MT, JM
3. **Welcome:** CHi welcomed everyone to the meeting. She informed the meeting that new member MT has joined the PPG. ST has resigned from the group. CHi has written to acknowledge her contribution to the PPG over many years.
4. **Minutes of the Previous Meeting:** Minutes of the meeting held on 11 October 2022 were accepted as a correct record.

Matters Arising:

Website

ET informed the meeting that the updated website www.kirkburtonhealthcentre.nhs.uk has been live for four months. The improved site incorporated suggestions from PPG members to improve site navigation. PPG members commented that the site was fresh, clear and much improved. RC commended the Practice for the work undertaken. CHi agreed to promote and encourage people to visit the site in our Spring Newsletter.

5. **Practice Update**

ET informed the meeting that Registrars Dr Ibrahim and Dr Otegbayo and Receptionist Sarah, have been welcomed to the team. The posts will have a positive impact on appointments, GP admin and training time.

6. **Primary Care Network (PCN) Update**

ET informed the meeting of the appointments of an additional Nursing Associate and Pharmacy Technician, who will work across the PCN Practices. A Winter Access service has been launched, offering appointments to PCN patients on Tuesday morning at Denby Dale Surgery and Thursday morning at Kirkburton Health Centre. Appointments can only be booked one day in advance. The service will run until March.

PS gave feedback on her excellent patient experience, following an appointment with a PCN First Contact Practitioner (FCP). ET explained that our FCP's are experienced physiotherapists with advanced skills to assess, diagnose and recommend appropriate treatment or referral.

CHi said that patients and practices are benefitting from PCNs through access to a wider range of professionals and diagnostics in the community. CHi to liaise with JL and include a feature on PCN roles in our Newsletters.

Patient Reference Group Network (PRGN) – Update from meeting held on 10 November

RC, PPG representative on the PRGN, provided an update from the November meeting. He reported that Dr Khalid Naeem chaired the group, supported by representatives from Kirklees Health and Care Partnership.

RC said it was encouraging to see that Kirkburton Health Centre is at forefront of initiatives, for example new website development involving PPG members, proactive action on the results of the GP Survey and providing regular updates to patients and wider community through our Newsletter.

7. Defibrillator Update

CHi informed the meeting that she had attended the KHCA Meeting on 12 January, and presented a request on behalf of the PPG and local community, for KHCA to fund consumables (pads and batteries) for the external defibrillator at Kirkburton Health Centre. The request was approved. CHi has written an article, to be featured in the next edition of Burton Bulletin, raising awareness of the location of the four 24/7 Public Access Defibrillators in Kirkburton and Highburton (Kirkburton Health Centre, Burton Village Hall, Kirkburton Cricket Club, Kirkburton Football Club). She agreed to liaise with the guardian for Public Access Defibrillators in Shelley, and adapt the article for Shelley Magazine. PPG members acknowledged her work.

8. Telephone Access

ET informed the meeting that telephone demand remains high, however the practice continues to be proactive, including the appointment of additional reception staff and providing extra cover during peak times to improve patient telephone waiting times. She explained the urgent and routine appointments process. ET to invite Reception Manager ST to attend our next meeting to discuss appointments and call waiting times data. IB commended eConsult for advice.

9. Rowlands Pharmacy

Concerns were highlighted by PPG members on a number of issues, including delays with prescriptions, the Hub system, Pharmacy opening times not aligned to early/late opening times at the Practice. CHi agreed to contact the Pharmacy Practice Manager and suggest a meeting with herself and ND at Rowlands, to discuss the issues raised.

10. Concept of “My Own Family Doctor”

AD requested this item, following an article he had recently read. There was an interesting discussion on how the role of family doctors has changed over the years and recognition that today’s doctors are dealing with far more complex patients, often with multiple illnesses. PPG members acknowledged continuity of care, fast access to urgent appointments and efforts by Kirkburton Health Centre for patients to see a particular doctor if they prefer.

11. Practice Response to GP Patient Survey “Criticisms”

ET said that the feedback from the survey is very important. The main area for improvement was telephone access, and the practice continues to be proactive and has recruited additional reception staff and provided extra cover at peak times. CHi said that appointment experience was highly rated by patients in the survey, and proactive promotion of this year’s survey has been undertaken.

12. Date and time of Next Meeting: To be advised.