**MINUTES OF PPG MEETING HELD ON THURSDAY 27 FEBRUARY 2020**

**1. Present:** JL, CHe, JW, CHi, MS, JM, JR, ET, BD, ST, AW, RF.

**2. Apologies:** SC, PS, LC, RC, NS, HD.

**3. Minutes of the previous meeting:** Minutes of the meeting held on 13 November were accepted as a correct record. It was requested that moving forward, all PPG members have a ‘master copy’ of the minutes where abbreviations in names were referenced to help avoid confusion.

**4. Introductions:** JL and BD introduced themselves as the new Manager and Assistant Manager of the Practice. ET also informed the group of her new role as Assistant Manager. The Practice has two new registrars, Dr AP and Dr AS who replace Dr FJ and Dr MJ.

**5. Prescription Desk:** ET explained that it was previously mentioned about having a prescription desk to help reduce the number of people waiting in the main queue at reception. An audit showed that a large number of patients were queuing to either order a prescription, or hand in their written request. The Partners are keen to continue to promote access to online services for patients, and the idea of a prescription desk would hopefully give patients the chance to speak with a member of staff/the PPG about how to save time queuing and order them online. ET will produce a bigger and more colourful sign to advertise the repeat prescription box, and AW will add information to the TV screen in reception.

**6. Primary Care Network Update:** JL advised the group that at the last Network meeting, they were looking into the funding for new roles across each Practice, including Physiotherapists and Pharmacists. CHe asked whether or not there had been progression with meeting other representatives of the different PPG’s, but JL informed us that this was on the agenda for the upcoming meeting on Wednesday 4th March.

**7. Pride in Practice:** ET stated that by the end of March 2020, Kirkburton Health Centre should have a Pride in Practice Accreditation. The purpose is to show awareness with the LGBT and community patients. This involves a 1 hour session with the Practice, followed by a longer conversation with Dr BW and JL.

**8. Newsletter Spring 2020:** CHi is developing content for the Newsletter for Spring 2020, which is due towards the end of March/beginning of April.

**9. Any Other Business:**

**a-Social Gathering**

CHe commended the Practice for their involvement in the social gathering just before Christmas, something that we are hoping to do again in December this year.

**b-Carer’s Coffee Morning**

This fell due to lack of attendance. CHi suggested that we recreated the invitation letters and rebrand in the hope of attracting more attention from patients. JL offered to liaise with HD from Carer’s Count to have some speaker’s present. The idea of rebranding it will encourage not just carer’s, but those who may have difficulty with engaging in other social activities. CHi suggested that we change the name, something which we agreed everyone would gather their ideas and forward them to CHi within the next two weeks (12th March). JL agreed it would be good to try this again, with the first one to be held on Thursday 7th May 2020, 10:30-12:30.

**c-Medical Students**

ET reminded everyone that we have medical students from Leeds University come into the Practice to sit in with different clinicians. It was suggested that if anyone would be interested in acting as a ‘test patient’ so they can practice taking a history and doing an examination, they should forward their name to ET who can look into arranging this.

**d-Online Consultations**

JL informed the group that as of next month, the Practice will be incorporating online consultations to the website. This is something that BD used to be involved with at a previous Practice, and it seemed to be successful. It will involve patients visiting the website for any problems or queries for the doctors, and will be triaged the next working day. The idea behind this is to help reduce GP appointment times, and to help prevent patients ringing/visiting the surgery when they don’t necessarily need to.

**e-Young Persons Experience At Their GP**

CHe brought an email to the meeting where it gave an example of a young person which a condition that needed regular review by a GP. The experience is to review how they feel they’re being treated. With the closing date down as the 2nd March, it was asked that if anyone knew of someone who would benefit from this, to contact CHe. CHi will email some more information on this to JL.

**10. Date and Time of Next Meeting:** Wednesday 29th April – 18:00 in the Meeting Room. Please inform CHi and JL as to whether or not you will be attending.

The meeting closed at 13:30.

/AW/JL/CH/27 February 2020