

## MINUTES OF PATIENT PARTICIPATION GROUP MEETING HELD ON 11 OCTOBER 2022

1. **Present:** JL, ET, CHi, CHe, SC, JR, LL, JM, HD

**Apologies:** RC, NN, ST, IB, AD, RD, JS

2. **Welcome:** CHi welcomed everyone to the meeting. She informed the meeting that new member RD has joined the PPG. NN has resigned from the group. CHi has written to acknowledge her contribution to the PPG.

3. **Minutes of the Previous Meeting:** Minutes of the previous meeting held on 12 July 2022 were accepted as a correct record

4. **Practice Update:**

**Staff Update:** ET informed the meeting that two receptionists have joined the practice.

**Patient Access – Telephones:** CHi informed the meeting that long waiting times to get through to the Practice by telephone had been raised at our last meeting. ET said that telephone demand remains very high. The practice has been proactive in trying to improve telephone waiting times, with the recent appointments of new doctors, reception staff, and more appointments released to book online.

**Online access to GP Records:** JL informed the meeting that from 1<sup>st</sup> November nearly all patients aged 16 years and over, whose GP Practices used TPP or EMIS systems will have access to their GP records online or through the NHS app. This is an NHS England programme supported by NHS Digital.

**Vaccinations Update: Covid Boosters :** JL informed the meeting that GP Practices have been asked to vaccinate immunosuppressed, housebound, 75 and over patients and patients who would have difficulty travelling to a vaccination hub. Patients who are not in these groups will be invited by the NHS Vaccinations Team to attend a hub.

**Flu Vaccinations:** ET informed the meeting that flu clinics had started on 1 October and vaccinations will run until the end of February. The Practice has ordered vaccine for all eligible patients. Uptake has been extremely low, with around 100 patients to date not attending their flu vaccination appointment. CHi to include an article in the Autumn newsletter requesting patients' support by having their flu vaccination at the Practice with a reminder that patients should cancel or rearrange their appointment if they are unable to attend.

**GP Survey:** CHi informed the meeting that the results of the 2022 national GP Patient Survey have been published. The completion rate was 38% (107/281 surveys returned). The overall experience of Kirkburton Health Centre is **Good**. Areas for improvement include getting through to the Practice by telephone and choice of available appointments. Appointment experience with a healthcare professional was highly rated by patients. ET suggested that the Practice should undertake proactive promotion of the GP Survey next year, encouraging more patients to complete and return their survey.

**Website Launch:** The new website [www.kirkburtonhealthcentre.nhs.uk](http://www.kirkburtonhealthcentre.nhs.uk) has recently been launched. The improved site includes suggestions from PPG members to improve site navigation. LL said that site navigation had been designed on 1990's technology. SC said that the site was a lot clearer and easier to navigate. ET said that the Practice would welcome any feedback by email to [admin.kirkburtonhealthcentre@nhs.net](mailto:admin.kirkburtonhealthcentre@nhs.net).

**External Defibrillator:** CHi informed the meeting that she has had discussions with the Practice, Yorkshire Ambulance Service, Kirkburton Parish Council and Kirkburton and Highburton Community Association regarding ongoing funding for replacement consumables (batteries and pads). The Practice has acquired a second defibrillator, for use within the Practice, which it maintains, including funding for replacement consumables. PPG members were in agreement that the external defibrillator is a community asset, and consumables should be funded by the community. JL said that Practice staff are happy to carry out regular checks of the external defibrillator. CHi agreed to contact Kirkburton and Highburton Community Association on behalf of the Practice and PPG and ask them to consider funding consumables.

**5. Primary Care Network Update: Staff Update:**

JL informed the meeting of the appointment of a second Nursing Associate and two Clinical Pharmacists, who will work across the PCN practices.

**Enhanced Access Service:** JL informed the meeting that The Mast PCN, together with The Valleys PCN, launched an Enhanced Access Service on 1<sup>st</sup> October. Pre-bookable appointments are available on Friday 6.30-8.00 at Denby Dale Branch Practice and Saturday 9.00am-5.00pm at Oaklands Health Centre. The service will be reviewed in three months' time to make sure appointments are utilised.

**6. Rowlands Pharmacy:** To be discussed at the next meeting.

**7. Date and time of next Meeting:** CHi highlighted that four PPG members had requested some of our Meetings are held at a later time, to assist working arrangements. ET/JL/CH to identify a date in December, **at 4pm**.