

Minutes of the PPG meeting held at Kirkburton Health Centre on Wednesday 25 September 2019 at 6.00pm

1. **Present:** CHe (Chair), CHi (Vice Chair), ST, JR, RC, NS, JG, JM, LC
2. **Apologies:** Received from PS, HD, MS, NN, SC, GW, SS, JW
3. **New Member:** JG was introduced and welcomed to the meeting.
4. **Minutes of the previous meeting:** Minutes of the meeting held on 14 August were accepted as a correct record.
5. **Primary Care Networks – Update**

CHe read an update provided by JRa.

“As part of the NHS Contract, practices have been put into Primary Care Networks (PCNs) meaning working collaboratively with neighbouring practices to help improve services for our patients. Kirkburton Health Centre is part of the Mast Network which consists of Kirkburton, Lepton and Kirkheaton, Skelmanthorpe, Dearne Valley and Shepley practices. We are the smallest network within the Greater Huddersfield CCG, consisting of 35,000 patients. The aims of working collaboratively is to help enhance the services to patients. Whilst PCNs are still in their infancy, we have already started the ball rolling with this offering extended hours and phlebotomy services to patients where they can be booked into any of the practices within our network. The benefits of this means better access for patients. There are many other things in the pipeline which will benefit our patients, and when they are ready to be launched, will be promoted to patients within the Mast network.”

The update has been included in our Autumn Newsletter.

CHe informed the meeting that a collaborative meeting with PPG representatives from the Mast Network has been requested.

6. National GP Survey Results

A link to the 2019 survey results had previously been circulated to the group. <https://www.gp-patient.co.uk>. The response rate for our Practice was 45% (121 surveys returned out of 270 sent out randomly to patients by Ipsos MORI). The results confirmed that respondents were very satisfied with care and treatment they receive at our Practice. Areas for improvement included the choice and type of appointment available. The Practice is already taking steps to improve these areas. RC said that the on-line message system to the doctor was an effective new development which is currently being trialled by the practice.

7. Newsletter

CHi reported that the Autumn Newsletter had been published. Copies were given to all present, and are available in waiting areas for patients and visitors. Additional copies would also be taken to Kirkburton Library. The content included a staff update, focus on Dr SD, a three-month update on the numbers of patients who did not attend (DNA) appointments, changes in the law re organ donation, and tips on staying well over the autumn and winter. There was discussion regarding the DNA figures and members asked whether the practice collected information on reasons why appointments are missed, and whether automated texts are sent immediately following a missed appointment. CHi agreed to discuss with AW and report back to the meeting.

CHe asked if a summarised version of the Newsletter could be forwarded to the editor at Shelley Magazine. CHi agreed to summarise for Shelley Magazine and send both full and summary versions to Burton Bulletin.

8. Health Campaigns

CHi informed the meeting that 15 Health Campaigns had been sourced and displayed during the year (see attached). CHe acknowledged the work and success of the project. LC offered to support CHi with mounting future displays. CHi/LC to liaise.

It was agreed that we would discuss and agree health topics/campaigns for 2020, at our next meeting.

9. Carers' Coffee Morning

The group discussed ways that we could attract interest and increase attendance numbers at future Carers' Coffee Mornings. The following suggestions were proposed: reviewing and updating the invitation letter; extending the invitation to carers across the Mast Network; requesting the Practice Carers Champion to check the number of carers on the database on our behalf; more publicity, eg posters in the Practice and Kirkburton Library. CHe/ST suggested Wednesday, 16 October at 10.00 am as a preferred date for the next Coffee Morning. This will need to be confirmed with Practice staff CD and JT.

10. Any Other Business

a. Hearing Loop –An update on progress to be requested at the next meeting.

b. Prescriptions – Rowlands Pharmacy

It was highlighted that in some cases, prescriptions are taking up to five days to be dispensed by Rowlands as certain medications are not held in stock.

The Practice continues to process requests for repeat prescriptions within 48 hours of request.

c. PRGN Update –Notes and information following the PRGN meeting held on 3 July had been previously circulated to PPG members. This included information and a demonstration of the new NHS App.

d. NHS App

CHi outlined the process, and information required to download the NHS App.

The app can be used to:

- Book and cancel appointments *
- Securely view medical records *
- Order repeat prescriptions *
- Check symptoms using the NHS A-Z symptom checker
- Register to be an organ donor

Patients should already be registered for on-line use and be authorised by the practice to use the features *.

CHi to include an article on the NHS App in our winter Newsletter.

d. Social get-together

CHe suggested an informal get-together of the group at lunchtime in early December. Everyone was in agreement, and week commencing 9 December was suggested. To be discussed with the Practice Manager/Practice Staff.

11. Date and time of next meeting:

Wednesday, 13 November, 12.30 pm in the Health Education Room