**BAILDON MEDICAL PRACTICE PATIENT PARTICIPATION GROUP**

**Minutes of PPG Full Group Meeting 2nd January 2020 5.00-6.20 p.m.**

**Present:** Janet Davidson (JD), Jean Robinson (JR), Sister Joanne Bibby (JB), Dr. Simon Chambers (SC), Practice Manager John Bromley (JBr).

**Apologies:** Jane Johnson, Dr. Stephen Patterson

**Absent:** Kevin Holland

**Approval of Minutes of Meeting on 4th September 2019**

Approval was proposed by John Bromley and seconded by Janet Davidson.

**Matters Arising**

* No further decision on the appointment of a Chair was made. JBr chaired this meeting.

**Agenda**

1. Practice News (JBr)
2. Recruitment of new members

NB As an aid to PPG members when reading the following minutes, proposed

 actions have been shown in italics and underlined, with initials of members

 involved being shown in bold text.

**1. Practice News**

* A practice-based Clinical Pharmacist is joining in February. There will be 2 Clinical Pharmacists across the five practices in the Bingley Bubble. The person based in Baildon will also work in Bingley. The role helps to free up GP time and involves duties including prescription reviews, the production of discharge slips and arrangements for changes of medication.
* A new Community Matron is joining the practice following the promotion of the previous post holder. The role involves provision support for GPs in several aspects including responsibility for visits to care and nursing homes, support for severe and moderately frail patients, occupational health, and the enabling of patients to remain at home rather than be admitted to hospital. Frail patients are seen once a year to help ensure every aspect of care is in order.

JD asked whether the role of Community Matron was known about in general by patients of the practice in order that it could be requested by patients or their families. The response was that some may and others may not know, but that patients were clinically referred to the Community Matron. *There was some discussion between* ***SC and JBr*** *around whether some work could be done to help prevent any needy patients from ‘slipping through the net’. This could possibly be discussed at* ***Practice level****.*

* Dr. Calaghan is to be absent from work for approximately two months due to recuperation from an operation following an accident which occurred early in 2019. Full locum cover will be provided.
* The Annual GP Patient Survey results have been publicised. This is a national survey. Baildon Medical Practice was joint top for our Clinical Commissioning Group. A few specific results were read out by JBr as examples:

|  |  |  |  |
| --- | --- | --- | --- |
|  | National Average % | Local CCG % | Baildon Med. Practice % |
| Overall quality | 83 | 80 | 96 |
| Ease of contact over phone | 68 | 59 | 94 |
| Helpfulness of reception | 89 | 87 | 93 |
| Ease of use of website | 77 | 79 | 96 |
| Choice of Appointment | 62 | 55 | 86 |
| Satisfaction with appointment offered | 74 | 71 | 94 |
| Overall appointment experience | 67 | 61 | 91 |
|  |  |  |  |

 Both JD and JR offered hearty congratulations and (although there seemed to

 be some reluctance to ‘blow their own trumpet’!) suggested that the Practice

 should inform patients of this excellent news.

 *Some methods for doing this were discussed: placing information on the website;*

 *placing a link to the survey results on the website; placing information on the*

 *Reception area noticeboard; placing a summary of results on laminated A4*

 *sheets in the magazine racks in the Reception areas for patients to access whilst*

 *waiting for appointments. SC suggested that* ***PPG members*** *could help with this.*

**2. Recruitment of New Members**

* JBr gave background information about the patient base. The Practice has 9161 patients with a gender difference of approximately 50/50: 4596 male and 4565 female. The age profile is as follows: over 60 yrs. – 34%, 30-59 yrs. – 39%, under 30 yrs. – 27%. The aim is to develop the PPG to a size which is not only effective but is also as representative of the patient demographic as possible.
* Following the last meeting, JR had suggested in an email to the PPG some groups which could be contacted, and other groups were suggested at the meeting. These were prioritised with the aim of reaching younger patients.
* ***Local secondary schools*** *(Salts and Guiseley) and colleges (Shipley College) could be contacted, asking for involvement of students over 16 yrs. JB suggested participation could be a useful experience for students, and also be a valued addition to a UCAS form.*  ***JR*** *said she would be willing to do this if possible before her holiday.*
* ***Young parents*** *could be contacted via National Childbirth Trust classes and though midwife contact.* ***Practice staff*** *agreed to liaise re this.*
* ***Baildon Belles WI*** *–* ***JBr*** *agreed to contact a Practice member of staff about this.*
* ***Baildon Runners******– JBr*** *agreed to contact the ex-treasurer of this group.*
* ***Walkers are Welcome*** *–* ***JD*** *agreed to speak to her husband about this group.*
* ***Text Drop******–*** *this was suggested by SC. It seemed to be an excellent and efficient method of contacting patients directly as groups can be targeted in terms of age.*  ***JBr*** *agreed to investigate this.*
* *Before any of these groups are contacted it was agreed that* ***JR*** *would draft a ‘script’ which could maybe be used as the basis of a poster or flyer outlining the remit of the PPG, methods of expressing an interest, and a date by which the Practice should be contacted. This date was suggested as 6 weeks after the information was communicated. (This ‘script’ will follow in a separate communication from the Minutes of the meeting.) Any communication on behalf of the PPG must be agreed by JBr.*

**Any Other Business**

* JD reported that she had attended the Self Care Event run by HALE (Health Action Local Engagement) at Baildon Methodist Church on Wednesday 20th November 2019. This covered aspects such as Warm Homes, Healthy People; Dementia Care; Living Well and Men’s Shed, and advice leaflets were provided about other various health issues.
* JD asked whether the Practice had been offered any opportunity to be involved; whether it had publicised the event; whether it had encouraged patients to attend and whether there had been any feedback from patients about the event.
* JBr stated that there was an awareness of the event but there had been no direct involvement. JB stated that patients were referred to HALE. The previous Community Matron had been involved re dementia. JR suggested that the Practice need not necessarily be practically involved in all initiatives run by other organisations simply because there may not be time in already crowded schedules.

**Date of Next Meeting**

Wednesday 13th May 2020, at 5 p.m.