

Townhead Surgery Patient Participation Group Meeting

Minutes of the meeting 23 June 2022

Present: Dr Anna Woodhams, GP (AW)
Catherine Redford, Practice manager (CR)
Alex Merrett, Chair (AM)
Jonathan Kerr (JK)
Maureen Whittaker, minute taker (MW)
Louise Davey (LD)
Pat Taylor (PT)

Apologies for absence:

Di Millen (DM)

AM welcomed LD to the group, and LD briefly summarised her experience in Children and Young People. Kathy Toft not given apologies **Action MW** to follow up. AM also confirmed Neil Mortimer has resigned from the group, due to other commitments. Several applications received - to be discussed in item 3

1. Minutes of the last meeting, 26 April 2022

The minutes of the last meeting were agreed

2. Matters arising from the minutes

- a) CCT survey now finished
- b) Accessible Information Standard launched this week
- c) Patient complaints procedure - info to be added to practice website **Action: CR**
- d) New telephone system now in place
- e) CR had emailed Settle College - awaiting response. AM had contacted Chloe Thwaites from Children's Services re young people's representation. She is checking with her manager if she can support a young person to join the group/ provide advocacy for young people on the group. Two recent expressions of interest in membership of the PPG from younger adults – membership forms not yet submitted.

f) PPG website now set up including meetings information and link to sign-up form. The wording *'please hold down the Control button when clicking on membership form to open in a new tab'* to be added in the appropriate place. Discussion on contact form and agreed to just add the email address to enable patients to communicate directly with Chair of PPG.

Action: CR

g) Electronic repeat prescribing (ERP) - currently under discussion at the practice. Electronic repeat dispensing (ERD) has yet to be discussed and may be discussed at a later date once ERP is up and running.

3. Ways of working and parameters

It was agreed that it is important to establish how decisions get made between PPG and the practice including processes such as confirming membership and communication such as writing pieces for community news. The Practice should be involved in the process of approving new members in a timely way. Four applications currently need assessing and a further two applications expected. Need to be fair about the process of assessing potential applicants and ensuring effective communications and simple criteria should be developed as soon as possible to facilitate decision-making.

Action: MW Member applications/ JK communications

4. Townhead Practice Population Profile

MW presented short paper summarising practice level data about the people registered with the practice. Agreed that summary information could be used to inform work of the PPG in addition to local intelligence eg about gaps in provision/ needs of underserved groups. It was agreed that practice level data on different areas of care should support the PPG's work. **Action: MW** to summarise data on children and young people's health for next meeting.

5. Feedback from PPG Awareness Week

AM presented the feedback from the PPG Awareness Week - the group then discussed the suggestions/ feedback made by patients and possible areas for taking action eg system for cancelling appointments/ improving experience of people with hearing difficulties at reception desk. **Action: CR**. There was discussion about potentially doing further PPG awareness sessions eg in market square focusing on specific areas to promote health of the local population eg cancer screening uptake.

6. Developing a work plan

AM asked the group to suggest ideas for the PPG workplan. Ideas included:

- Developing a Practice newsletter in conjunction with Practice,
- Notice board and leaflet management,
- Promoting health
- Holding focus groups to gain direct input on key areas.
- Review website
- Staff identification/ meet the team information
- Involving the PPG in key practice developments as a sounding board,
- Facilitating awareness of what is available locally to support health and wellbeing

Key themes developing in line with the aims of the group, to inform the development of a workplan for the PPG in the coming year. **Action: All** to review draft plan and make additional suggestions to discuss at next meeting

7. Surgery update

Staff: New GP Laura Molyneux started 6th June - Laura is Clinical Director of WACA. Operations manager appointed starting 11th July. Interviews for reception staff and dispensing staff ongoing.

Telephone system up and running. Able to monitor calls coming in, provide call back and add messages to the system for people waiting. Management data on the effectiveness of the new system to be presented back to next meeting. **Action: CR**

8. Update on CCT Timely Access Survey

Report to be published in August. Sub-groups coming out of the top three findings, Transport, GP Services, Information sharing. AW invited Townhead to consider taking part in the sub group on GP Services when set up.

9. Safe and Well visits

Settle Fire station now has two firefighters who are trained to carry out Safe and Well visits to elderly or vulnerable people. The visits include assessment and remediation of fire risks in people's homes, but also a wider assessment of issues affecting health and well-being such as falls prevention, keeping warm, giving up smoking etc. Practice staff can make referrals to the service – leaflets are in the practice. Link to more information: [Book a Safe and Well Visit - North Yorkshire Fire & Rescue Service \(northyorksfire.gov.uk\)](http://www.northyorksfire.gov.uk)

Need to ensure firefighters linked to wider support services eg Age UK and The Place. **Action: MW**

10. Transport update

JK gave update on transport which was identified as a priority in the access survey. Ambulance Service have changed eligibility criteria for patient transport. NYCC Community Services Team holding a "Discovery Event" on 18th July in Skipton to understand issues better – to include views of volunteers, patients and representatives of public and private providers. No single organisation leads on transport, so it is essential to bring people together to ensure a joined-up system for people needing transport to access services

11. AOB

Next meeting is not for 3 months due to summer holidays. To ensure the gap is not too long between PPG meetings, AM contacted Emma Taylor regarding arranging an education session on Social Prescribers for PPG members. Agreed this should go ahead and should be opened up to practice staff

Action: AM

12. Date of the next meeting

The next meeting will take place on 22 Sept 2022 at The Place, Commercial Yard, Settle. Starting time to be confirmed.