

Townhead Surgery Patient Participation Group Meeting

Minutes of the meeting 26 April 2022

Present: Dr Anna Woodhams, GP (AW)
Catherine Redford, Practice manager (CRed)
Alex Merrett, Chair (AM)
Pat Taylor (PT)
Jonathon Kerr (JK)
Di Millen, minute taker (DM)

Apologies for absence:

Maureen Whittaker (MW)
Catherine Reeves (CRee)
Neil Mortimer (NM)

The Chair also reported the resignations from the Group of four members who were now no longer unable to commit the time.. Another member was reviewing her membership in the light of other commitments.

1. Minutes of the last meeting, 23 February 2022

The minutes of the last meeting were agreed, subject to the second bullet in sub-section c of item 7 being amended to read PPG, not TOR.

2. Matters arising from the minutes

Item 3b) The Craven Communities Together Care Partnership (CCT) survey on timely access was still being promoted as widely as possible. **ACTION:** CRed to help promote the survey to other practices.

The results of a Healthwatch survey on digital access had been circulated to the members with meeting papers. It showed that many older people were more than happy to use digital services. It was noted that those not willing or able to use digital services were likely to be the most vulnerable and we needed to be alert to the effects of digital exclusion.

A Healthwatch survey on the Accessible Information Standard had just been completed. The results should be ready for discussion at the next meeting of the PPG, along with the results from the timely access survey.

Item 7c) bullet 4 The website referred to a patient complaints procedure, but no further information provide. **ACTION:** CRed

Item 3c) bullet 7 PT suggested the group consider content for local community newsletters after the meeting, perhaps around proposals for PPG week activity. **ACTION:** AM

Item 8b) No significant issues with the ceasing of prescription ordering by telephone were reported by the Practice.

Item 8c) The new digital telephone system had not yet been installed but it was hoped to have it in use at the end of May/June.

Item 9 Another representative of the group was needed to attend the WACA PPG meetings along with AM. **ACTION:** all Group members to consider and contact AM if interested.

Item 11 Notice of Practice closures to be posted in the Co-op and Age UK shop. **ACTION:** CRed and JK.

3. Member skills audit and gaps

AM had circulated the results of a survey of PPG members' skills and interests. With the possible resignation of the member with particular experience in children and education, there could be a significant gap in the make-up of the group with no-one to represent the interests of young people. Various ways of securing a voice for younger people/students were discussed, some involving Settle College and Giggleswick School. It was noted that teachers, pastoral staff, governors, etc. were possibly still struggling with the impact of the pandemic and might be unable to help much at present. **ACTION:** CRed to talk to someone at Settle College.

A discussion also took place about the timing of meetings as this might be a consideration for some people who are working and commuting. It was agreed to consider starting the next meeting at 7.00pm to end by 8.30pm and to see ask existing members if a slightly later start would make it easier to attend. Offering online meeting attendance, as well as face to face attendance, was also thought to be important. **ACTION:** AM/CRed

4. Appointment of Vice-Chair

It was agreed that Maureen Whittaker and Jonathon Kerr should be appointed as Vice-Chairs.

5. Communications

- a. **Chair/Practice manager communications:** face-to-face meetings to take place a week before the meeting of the PPG; and communications at other times to be by WhatsApp messaging.
- b. **Practice website:** CR and AW did not think there were any major problems with the draft website PPG information for the website and amendments proposed by AM. **ACTION:** AM to amend the wording of the PPG information to read 'what we do' before the section of 'what we don't do'. Also add paragraph on how to get more information on becoming a PPG Member and how to contact the Group and then send to TW at the practice for uploading. **ACTION:** DM to find out is it's possible to create an NHSMail email account for the Chair. **ACTION:** CRed explore the possibility of creating a contact form for patients to use to contact the Chair; and include a membership form on the website. **ACTION:** AM to ask PPG members if they are willing to have their names published on the website.

c. Publication of PPG minutes

It was agreed that minutes of PPG meetings should be published on the website, starting from February 2022. Paper copies laminated would be placed on the practice noticeboard. **ACTION:** CRed.

- d. **PPG Awareness Week:** a range of activities to promote the PPG during the national awareness week (30 May – 3 June 2022) were discussed. It was agreed this was a chance to get more people to complete the timely access survey by having activity in the surgery itself with laptops (as well as on paper) and people to help with them; and to find out what patients would like the PPG to do. A post-it note tree or wall was agreed to be a good idea. MW had expressed an interest in helping. It was also a chance to promote the PPG and encourage people to join.

AW suggested PPG week could include some sessions to demonstrate to patients how e-Consult works.

Activity should be promoted via the Practice Face Book page, notices in the surgery and in the local press. **ACTION:** CRed/AM

The amount of activity would depend on members' availability. **ACTION:** JK to supply 2 or 3 laptops for use in the surgery. **ACTION:** AM and CRed to agree best times for surgery activity and sort

resources. **ACTION:** AM to talk to contacts in Dementia Forward about what they do at promotional events.

6. Surgery update

Dr Laura Molyneaux would be joining the Practice in June to replace Hilary Moakes. Another vacancy had also been advertised but with no interest to date. GP recruitment was proving difficult, with no opportunity to enrich the diversity of Practice GPs.

Katherine Turner had joined the Practice in February as a Healthcare Assistant. A senior receptionist had also been appointed internally and a vacancy for an Operations Manager was currently being advertised (on NHS Jobs).

7. Prostate screening

Numbers of prostate cancer diagnoses had fallen dramatically during the pandemic (as had cases of breast cancer) and there was a need to increase the number of people coming forward for screening even though blood tests were notoriously unreliable. There was no national screening programme. Ways of promoting the importance of screening were discussed, particularly to older men who were most at risk. Literature is produced to distribute. Suggestions for groups to promote to were the monthly Settle men's group and U3A. **ACTION:** PT to find contact details. Age UK's walking football and rugby groups **ACTION:** JK as well as the U3A group **ACTION:** PT. Literature needed to be sourced **ACTION:** AW/CRed

8. Electronic repeat dispensing

Discussion took place about the merits of online repeat dispensing as a way of saving admin time for the Practice and increasing choice and convenience for patients. There needed to be some clarity about the difference if any between electronic repeat prescriptions and electronic repeat dispensing before any further discussion. **ACTION:** DM to clarify.

9. Date of the next meeting

The next meeting will take place on 23 June 2022 at The Place, Commercial Yard, Settle. Starting time to be confirmed.

