

# Townhead Surgery Patient Participation Group Meeting

## Meeting Minutes

Wednesday 23rd February 2022

Present: Dr Anna Woodhams (AW), Catherine Redford (CR), Alex Merrett (AM),  
Maureen Whittaker (MW), Pat Taylor (PT), Jonathon Kerr (JK) (Age UK),  
Diane Young (DY), Di Millen (DM), Jeff Perris (JP)

### 1. Apologies

Ann Aldridge, Neil Mortimer

### 2. Introductions

### 3. Minutes of last meeting

a) Accuracy

**DM** – Issues from Keasden were not referred to and would like it to be included, so constituents can see I am participating.

b) Matters arising not on the agenda

**AM** – A survey last year produced by PT and Emma on access to the WACA Surgeries had low responses from Townhead as shown in the pie chart of the report. Why were numbers low, what was the distribution method? CR said this was not known.

### 4. Nomination of Chair

Alex Merrett voted in as Chair.

### 5. Formal adoption of terms of reference

Last meeting – Issues around amendments to TOR. Due to lack of time to discuss, the TOR was circulated to members by email to comment on as to whether there needed to be any more changes. The majority voted to leave as are. One administrative amendment to read that 'agendas etc will be sent out by the Chair' rather than the Admin team. TOR to be reviewed again in 6 months to see whether the issues raised by the minority in the email vote have resolved as we go along.

### 6. Minute Secretary & Minute Processing Procedure

- To review the minutes with Practice Manager and Chair. Timescales for sending out minutes to be within the month.
- Townhead Practice unable to take the minutes. PPG volunteers to take the minutes and to be reviewed in 6 months.

- **JK** asked for the last few months of the minutes to be uploaded to the website with these minutes. **AM** to look at what we have stored.

## 7. PPG Communications

### a) Between members –

- **AM** will be communicating with members. No objection was raised.
- **AW** to be blind copied.
- **AM** to contact absent members for permission.

### b) Between surgery –

- **AM** – The surgery not responding to my emails. **CR** replied she will try to respond soon. It was agreed **AM** to chase after a week if not received a reply.

### c) With patients –

- The website is managed in-house. They are trying to update and have someone in place now to do this.
- PPG requested access to update the TOR page. **CR** replied not sure if partial access is possible.
- How do patients get in touch with PPG? The page needs updating. **CR** agreed **AM** to have access to the IT person at the practice for posting minutes.
- PPG to have own page for patient communication. Complaints should be directed to the Practice. It was felt patients might need a separate voice of the PPG if they are not satisfied with handling of a complaint. **CR** – Complaints regarding clinical issues or member of staff needs to be directed to the Practice. There is a formal process for patients to take for complaints, both with the Practice and beyond if not satisfied.
- Dyneley website – Go to the chair in a sealed envelope. **JK** sees situations where people won't want to cause a fuss or raise a query for a number of reasons. **AM** as Chair checks emails numerous times a day and responds within 48 hours. Any emails deemed be complaints rather than views to be forwarded to CR.
- No objections for the surgery to set up a PPG email address. **PT** to check how other PPG's do this and **AM** to contact Grassington Surgery to see how they manage and contact Emma. **JP** asked should the PPG have a separate domain?
- **AM** to pull together a refresh of the PPG page on the website because we need to know what we are going to communicate before we decide how to communicate.
- There used to be a practice newsletter. **JK** – Age UK send information to Settle Community News and other local newsletters, Parish Magazines and social media.
- Communications – Who is doing this? We are looking for the forms PPG members have completed indicating their strengths. **AM** to send out new forms to all PPG members.

### d) Social Media –

- The practice have their own IT person to add information to their site.

There had been a suggestion previously from Caroline Jolliffe that the PPG could have its own FB page. AM said this could have problems and could be considered again in the future.

## 8. Surgery Items

### a) New GP Rota.

- **AW** – Doctor Hilary Moakes is retiring and leaving at the end of March 2022. **We have recently changed the appointment system to remote appointments. New system introduced to book ahead, on the day appointment** and duty Doctor for urgent advice when all the appointments have gone. We are still doing E Consult.

### b) Ceasing of prescription ordering by telephone

- This was discussed in the October meeting and then not published (embargoed). We are still delivering prescriptions to Long Preston and Clapham post offices. Patients can return part of the prescription form for repeat orders to the surgery.
- Childrens meds – There have been various concerns on children receiving meds when needed at short notice etc.
- Phone calls still taken for as and when prescription. This system is not perfect yet but we are constantly updating.
- **JK** asked for clarification that telephone orders can be taken for dementia patients or those with a genuine need.

### c) Purchase of new phone system

- **CR** – New phone system in the process of being installed. Should be up and running end of March / April. This has been a big investment. **JK** asked if the new system will capture data such as dropped calls and asked for stats every year to be given to the PPG.

## 9. Feedback from WACA PPG meeting Feb 2<sup>nd</sup>.

**AM** attending but has not received the minutes as yet, however from memory there will be communications asking patients their preferred means of contact or if they would like to opt out. **CR** said they had only just started on this.

## 10. Craven Communities Together (CCT) “Timely access to services and support”

### Engagement – How can PPG help?

The questionnaire needs to reach as many people with lived experience to answer the survey. Could the PPG help by distributing to local groups who don't use IT? AM to circulate. CR agreed to put up a poster and provide hard copies if requested.

## 11. AOB.

**JK** – When the practice closes for training do we put a hard notice in the window? – Yes. Will look at option of Co-op noticeboard.

**PT** – Airedale were looking for a new Governor. **PT** vacated this position 4 years ago. They have 2 people nominated and could the person (new Governor) be part of our PPG? – Agreed they could as part of an interested group.

**12. Future meeting topics.**

**DM** – Would like to discuss repeat prescriptions on the next agenda and also do prospective patients have access online to their medical records?

**13. Date and venue of next meeting.**

Next meeting 26<sup>th</sup> April 2022. Looking at using 'The Place' for people struggling with zoom. The meeting will probably be on zoom but AM will keep people informed.