

Townhead Surgeries Patient Participation Group

Minutes of the meeting held 23 May 2024, The Place, Settle

Present

Maureen Whittaker, MW (Joint Chair)

Jonathan Kerr, JK (Joint Chair)

Catherine Redford, CR (Practice Manager)

Di Millen (DM)

Apologies

Anna Woodhams, AW (GP), Laura Molyneux (GP) Kirsty Kilburn (Operations Manager), Julie Phillips (Member).

A resignation had been received from Mark Pilkington (Malham).

1. Minutes of the last meeting

The minutes of the last meeting were agreed as a correct record.

2. Action log and matters arising

The attached Action Log summarises updates provided and agreed at the meeting.

There was a broad ranging discussion about how best to increase membership of the PPG, ensuring engagement with cohorts of patients who might not necessarily want to be involved in regular meeting attendance.

The following were agreed:

- Events to engage with patient groups should be considered as a way of getting feedback and representation (e.g. mental health and learning disability groups inc .carers) Consider focus-group type sessions; for example a session on queuing issues for patients with learning disabilities, use of telephones, long-term condition reviews, etc. Also maybe a session on respite care for carers of people with learning disabilities.

Consider inviting the Integrated Care Board lead to talk about screening and other services for people with learning disabilities. **Action CR**

- JK to approach Louise Try from The Place and representation on the PPG, also other Age UK contacts with links to key patient groups. **Action JK**
- DM to draft suggested content to promote the PPG for Face Book posts.
Action DM

3. Reflections on the AGM

Only one patient had attended the AGM which was disappointing. It was agreed that there should be a speaker/theme or other content to encourage patients to attend the 2025 AGM.

4. Communications sub-group update

The action log from the group had been circulated. A May edition of the newsletter had been produced and circulated by KK. Content had been shared and agreed with the group before publication and included responses to several of the issues raised by patients through the comments' boxes.

The April meeting had focused on how to raise the profile of the PPG and thereby encourage more patients to become involved or engaged. Once we had more members, we should try to have a physical presence in the Settle waiting room from time to time to talk to patients.

There was a continuing need to promote services like Patches and Practice 365.

The promotional space available to the PPG was not used to best effect and KK had agreed to look at making the PPG information more visible. The board of our photos also had mainly blank spaces which needed to be reduced. **Action KK.**

5. Practice feedback

- A three-month trial was underway, inviting patients, by text, to attend and book online a long-term conditions review. This seemed to be working well with reductions in phone calls to the Practice.
- A national collection of new data about telephone use was to be introduced in October, focusing on capacity and access. Draft reports were now being drawn down. It was not yet clear 'what good looks like' i.e. what the standard would be, but reports would be shared with the PPG. **Action CR.**
- Dr Dawson was now a salaried and full-time member of the GP team.

- A patient survey hadn't been carried out for some time and the PPG could help with this. MW to lead and discuss with the Communications group.
Action MW.
- NHS Health Checks were due to start in June for patients aged 40 – 74 without specific long-term conditions, e.g. diagnosis of cardiovascular disease (CVD) diabetes, or chronic kidney disease (CKD), and to determine patients' Q risk (e.g. cardio-vascular risk). The aim is to offer around 10 appointments per week with a Health Care Assistant to accommodate 20% of the above patient age cohort list..

6. Patient feedback

A summary of patient feedback with comments had been circulated along with a short paper produced by JP. JP was thanked for her great work on refining and managing the patient feedback process.

It was agreed that a flowchart illustrating how the Practice fits with other community and health services would be really helpful. There were, however, some concerns about the scope and difficulty of producing this. It was suggested that the social prescribers and Emma from WACA might be helpful; and that the King's Fund might have something along these lines already. JP to progress if possible. **Action JP**

7. WACA update

There was no update from WACA meetings but it was noted that JP was going to attend in future.

8. Next meetings

Meetings at The Place, starting at 6.30pm:

Wednesday 24 July

Tuesday 21 September

Thursday 21 November

