**PPG meeting to create a PCN level PPG across the practices**

**Invites to all our active patients across our surgery sites and representatives from different communities and patients with lived experience**

**30th August 2023 – Silsden Surgery**

Attending

Tessa Mounsey Acting Chair – Crosshills Practice

Amy Lee – Keighley people First (disability Charity

Martin Parr - Keighley people First (disability Charity

Janet Clarke - Keighley people First (disability Charity

Molly Driver – Holycroft

Russell Brown Oakworth & District Councillor

Jan Thompson Oakworth

Amjid Ahmed Farfield

Chris Graham Kilmeny / Long Lee

Katie Peacock Crosshills & Exclusively Inclusive

Chris Porter Crosshills % Exclusively Inclusive

Paul Killgallon Silsden

Pam Essler Farfield

Andrew Knight Haworth

Tony Colgrave Fisher

**Not present**

Abdul Shohaid Holycroft and Lund Park Community Group

Rena Begum Holycroft and Eden Community Association

Fatima Bibi Holycroft and HCA community association

Andrew Makin Silsden

Lisa Robinson Kilmeny

Martin Gourley Haworth

Andy Sheppherd Haworth

From Modality AWC – Bill Graham, Dr Brendan Kennedy Claire Marie Jackson

**Introductions**

Tessa opening remarks

Keen to be part of the conversation. Keen to support the practices and keen to challenge wants to work with the practice teams to help improve access and services for patients.

**Issues -**

**Communication**

How we actually communicate with patients about what a group can do

We have a newsletter – it goes out via a text link – and have people seen it or read it

The newsletter – needs better reach – via text/ via facebook/

Lots of suggestions about the newsletter – summarised here

Could go on the social prescribing boards and could go there./ We can go back to having a paper version in the surgery as well as a text link. / How many patients have text access – but it will be high –. Can we break down into cohorts – and figure out how to communicate with them?/Can we ask people to sign up for a newsletter / how do we improve conversion rates – maybe Paul Kilgallon can help? – through Silsden Town Hall.

Who wants to help with the newsletter?

Can we create a list of places to distribute a newsletter?

Which social media do we use / So many types of media – how do we cover this all

Twitter tik tok facebook Instagram and others …

Who wants to help with the newsletter?

Do we do a paper led hit – do something to encourage people to go online

Suggestion - 1 paper newsletter a year – we need people to help distribute – is this possible? Can we put into pharmacies

Social prescribing team can help with this - CMJ

People are moving into technology .

What do we want to communicate? Pam – do we need a handbook for patients – about how to use services – services change so quickly – difficult to keep up

Communication with people with disabilities – must be a priority

Our issue can be some patients don’t come very often – and don’t need communication.

Annual staff survey – one of the main points is communication even though we have 2 daily meetings and a regular newsletter + what’s app groups = BJK

Develop a network of community centres and places where we go out and speak to communities & leave posters / information

**AI and future developments**

We are heading in the AI direction – what is the future for this.

Voice connect – is coming – being soft launched at the moment

Issues with the Bradford wide IT system – holding this up

The cloud based phone system is a help but not an answer.

There is a piece of work we have to do to support people with the technology – and help people with the technology BJK

The product we are using is good but better products might come along.

Key message you don’t need to see the GP all the time

How can this group communicate with patients more effectively?

Invite people into the surgeries / have surgery open days?

**How do we want to communicate? How often? What messages?**

Not a one way street – can we create feedback – could this be a function of this group?

We will bring up issues with Modality?

Farfield has the TV – but this is tricky

Andrew – please keep in mind that we can see the early results from Steeton

Might be worth coming to the regular meeting about Klinik

Soundbites – how do we send some key messages out there

What app communities ? can we be part of this?

**What is the purpose of the group?**

Focal point for patient feedback and accurately reflect patient concerns and help where possible

**Maybe think about topics that we can help with?**

Steeton Health centre

Patient Access

Communications

Act as a conduit for patient views and experiences

Send newsletters by email

**What are we going to do next?**

PPG – could ask questions of the community.

Interface between patients and Modality

As a group should be cautious about bringing agendas to the table

Would be good if we can give you an understanding of the health centre.

Is everyone up for joining a what’s app group?

Brendan can come and give a full overview of the practice at the moment

Why do we want to communicate – how and frequency – and how can the patient group help?

Bill to set up the whats app group

Can share – events / communications and plans

Katie to share the PPG guidance

**Key Actions**

Next meeting to come up with some topics to discuss

* Brendan to discuss the health service and Modality statistics
* Bit of a data dump
* Terms of reference for this group

Possible Agenda items should include: • Welcome and introductions • Ground rules • Aims and Objectives of the PPG • Terms of Reference • Information from the GP Practice • Suggestions and comments from the PPG patient members • Election of Chair and Secretary • Agree areas for discussion/involvement at next meeting • Any other business