

**Minutes of the Patient Participation Group Meeting
Kensington Partnership at Kensington Medical Centre
Wednesday 8 May 2019 at 10:00 pm**

Patients: Marie Brennan Martin Brennan Wendy Heywood Eric Heywood Maria Johnston
Naseem Llewellyn David Llewellyn Asmaa Hans Tony Sedeno

Chair: Hazel Sutcliffe

Staff: Dr. Bavington

Admin: Joanne Ward (Patient Engagement Lead)

Apologies: Sabera Hafesji Indira Rani-Bhatti

1 Welcome and Introductions

Hazel welcomed everyone.

2 Minutes of previous meeting

Minutes ok.

Naseem explained that she'd chaired the meeting and why the minutes were so long, that there was a lot to discuss in the last meeting and a lot to record.

3 Matters arising

a. Afternoon tea/coffee at Kensington

Everyone enjoyed the first afternoon tea event and there were a lot of positive comments and thanks from patients about it.

A discussion was had again about tea/coffee events in the future and what we can potentially get out of them each time by offering a different theme and signposting, talking to patients about a particular theme and passing on leaflets and about events etc. going on in the community.

b. Ridge Training Day

Most of it was enjoyed by most, some said it was too long, some said they couldn't hear.

It got us talking about what we can do similar though to what the Ridge are doing in the surgery. Groups to help patients in a variety of ways. Where we could hold any groups we start, Lower Grange waiting area, Gillington or Lower Grange Community Centre, we could check out what groups are already in the area and get involved or signpost patients to them.

We talked about what there is for young people. Dr. Bavington mentioned the new Squire Lane development / sports centre / swimming pool / school / GP surgery etc.

We talked about a patient talking group that Hazel said she would like to run. Dr. Bavington however mentioned that depending on how it is put to patients would depend on whether we would need a professional present at the meetings ie. mental health or just a knit and natter type group but we need to

be specific. It was a thought that a knit and natter type group could be held in the waiting area of Lower Grange.

c. PPG letter to Dr. Bavington about the chairs in the waiting area

It was agreed that after looking at the chairs layout, re-arranging isn't really an option due to where the screen is.

As for the purchasing of new chairs with arms on, this can be something to look into and Dr. Bavington said there should be no reason why we can't accommodate this. The Ark, a charity where we could ask for funding was discussed and Maria said she would look into this.

4 Practice News – Indira Rani-Bhatti

a. Indira's update, House Dermatology, self arrival screen, new staff

As Indira had given her apologies, Dr. Bavington delivered a brief update on the following:

House Dermatology: that we now have Dr. Saeed in house although certain/specific things still have to be referred to Dermatology clinic.

The self arrival screen isn't always working but this issue comes from higher up and we have no control, all GP practices are suffering the same issue.

We have three new members of staff/receptionists who are ongoing training.

b. Dr. Bavington's Update

Dr. Bavington talked about the new MJog we were hoping to start. We did but unfortunately it didn't work with our system which was very disappointing as we were hoping for better communication with our patients through it and how it had already, at Woodroyd proved to be beneficial for FFT information.

5 Future shape of the PPG

a. Access, Demand and Action Plans

A copy of the plan was given to members to go away and read and discuss next time.

b. Patient Network – next meeting.

Joanne gave dates and times of the next meeting.

c. Community Partnerships

The plan was to discuss the details of the last Patient Network meeting which was Community Partnerships but there wasn't enough time.

6 Patient Feedback

a. Friends and Family Test

b. Suggestion slips

c. Comments on NHS Choices

There were no suggestion slips and the other information was sent through email and copies given out.

7 Other Business

a. Possible fundraising opportunities for the Yorkshire Air Ambulance

Members were asked what their thoughts were on having a stall in the waiting area and everyone thought it was a good idea.

b. Evening Wellness Clinic

Discussed the outcome of the wellness clinic proposal between Girdlington Community Centre and Dr. Abbas. The outcome was that the CCG said that under the enhanced service criteria, the sessions have to be GP/AP/Nurse/HCA and cannot be run by any qualified staff from the Community Centre.

8 Date and time for next meeting

The next meeting will be on **Wednesday 25 September at Kensington, 6:00 pm**