Hebden Bridge Group Practice - Minutes of Patient Participation Group Meeting: 13 September 2023					
Present	Richard Woodcock (RW) (chair), Sam Moore (SM), Sue Fenton (SF), Kirsty McNamara (KMc), Jenny Shepherd (JS), Maggie Griffiths (HBDAF), Mike Fage (MF), Sally Newby (SN), Rosie Duke (RD), Megan Jones (MJ) (minutes).				
Apologies	Billie Klinger (BK), Gwen Ellis (GE), Bernie Folan (BF), Martin McGroarty (MMc), Tony Brooke-Taylor (TBT).				
Resignations	Andy Knudsen (AK) has resigned from the PPG. The group would like to thank him for all his contributions and wish him best wishes for the future.				
Minutes	- TBT is continuing to work towards supporting patients with IT needs The new appointment model has been in operation since 5 <sup>th</sup> June 2023 - SM is currently trying Luddenden Foot Pharmacy in the hope that the service is better.				
Actions	<ul> <li>Actions carried forward from previous meetings (12 July 2023)</li> <li>Patient survey. MJ has entered all hardcopy data onto Survey monkey. We can now continue with data analysis.</li> <li>PATCHS. AK fed back issues to PATCHS improvement team.</li> <li>Posters downstairs. RD and JW to discuss outside of meeting.</li> </ul>				
		Action By	Date		
Agenda Items	Practice Update (RD) New appointment system  - New appointment system started on 5 <sup>th</sup> June 2023.  - The system was a 'leap of faith', we have implemented a new access system, where we have a clinician triaging each call that comes into the Practice and they make a clinical decision on the outcome.  - We have been collecting data, looking at trends and allowances.  - This is going very well. We have never seen as much positive feedback from a change.  - The non-clinical team includes a separate 'reception' and 'admin' team – we understand our busiest call traffic so have added 4				

	members of the admin team on the phone lines to support these pressures.  - Management will continue to analyse the available data.	Management	
	Autumn Booster Campaign		
	<ul> <li>We are working within the Upper Calder Valley PCN to host co-administration clinics (covid and flu vaccinations).</li> <li>We have 3 initial clinics planned across Grange Dene and Todmorden Health Centre. We have capacity to co-administer vaccines to 1000 patients per clinic.</li> <li>Invites have been sent and uptake has been good to date.</li> <li>We have implemented a covid/flu line to minimise call queue wait times in the 'main queue'.</li> </ul>		
	NHS England Improvement Scheme		
	<ul> <li>We are undertaking a 13-week programme with NHS England that looks at 'Avoidable Appointments' and how to meet demand.</li> <li>The feedback the Practice has received from NHS England is positive.</li> <li>RD/MJ to continue with the scheme with NHSE.</li> </ul>		
	Patient Survey		
	<ul> <li>We discussed the need to input the hardcopy data onto Survey Monkey to merge all responses into one database.</li> <li>RW/management team to liaise how this is best completed.</li> <li>RD mentioned how this data was collected prior to the new system and is keen to run another survey to have comparative data.</li> </ul>	RW/Manageme nt	
	Boots consolidation update		
	<ul> <li>Jackie Kelly complained to Boots but has not heard back.</li> <li>Boots planning to close 200+ branches. TGP have been warned, the presumption is the shop branch will close and TGP aware of this.</li> <li>JS drafted letter to ICB. We are unsure on any future consolidations.</li> <li>RD pointed out how the pharmacies affect 35,000 patients. We have 6 pharmacies that cover the area – 3 of which are in Todmorden.</li> </ul>		

Date of Next Meeting	AGM: 21 November 2023 at Town Hall, Hebden Bridge	
	<ul> <li>Winter pressures</li> <li>From 4<sup>th</sup> September we have had an acute hub         <ul> <li>where GPs/nurse practitioners provide additional appointments to see acute patients - to support with winter pressures.</li> </ul> </li> </ul>	
Any other Business	Practice staff  - Frances Lloyd has joined the Practice as an Advanced Nurse Practitioner.  - One of our GPs, Dr Robyn Rendle, has a specialist interest in diabetes. Subsequently, we have hosted a Low Calorie Diet scheme for our patients across the Upper Valley PCN. We have had the most patients signed up nationally.	
	<ul> <li>AGM arrangements</li> <li>The proposed date is November, in The Space, Town Hall</li> <li>MJ to ask Dr Nigel Taylor if he is available to do a talk.</li> </ul>	MJ
	- RW mentioned how Macmillan are offering support for long-term cancer patients. RD commented on how it would be great to link this service other secondary care.	
	Geographically – 19000 patients are in our region.  - RW/JS to write back – will send to RD first.  - Todmorden Pharmacy (along with Luddenden Foot Pharmacy) will deliver to the Hebden Bridge/Mytholmroyd vicinity. Todmorden Pharmacy now has an app.	RW/JS/RD