

## Hebden Bridge Group Practice - Minutes of Patient Participation Group Meeting: 13 September 2023

<b>Present</b>	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).		
<b>Apologies</b>	Billie Klinger (BK), Gwen Ellis (GE), Bernie Folan (BF), Martin McGroarty (MMc), Tony Brooke-Taylor (TBT).		
<b>Resignations</b>	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.		
<b>Minutes</b>	<p><u>Minutes of the previous meeting held</u></p> <ul style="list-style-type: none"> <li>- <b>TBT</b> is continuing to work towards supporting patients with IT needs.</li> <li>- <b>The new appointment model has been in operation since 5<sup>th</sup> June 2023</b></li> <li>- SM is currently trying <b>Luddenden Foot</b> Pharmacy in the hope that the service is better.</li> </ul>		
<b>Actions</b>	<p><u>Actions carried forward from previous meetings (12 July 2023)</u></p> <ul style="list-style-type: none"> <li>- <b>Patient survey.</b> MJ has entered all hardcopy data onto Survey monkey. We can now continue with data analysis.</li> <li>- <b>PATCHS.</b> AK fed back issues to PATCHS improvement team.</li> <li>- <b>Posters downstairs.</b> RD and JW to discuss outside of meeting.</li> </ul>		
		<b>Action By</b>	<b>Date</b>
<b>Agenda Items</b>	<p><b>Practice Update (RD)</b>  <b>New appointment system</b></p> <ul style="list-style-type: none"> <li>- New appointment system started on 5<sup>th</sup> June 2023.</li> <li>- 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.</li> <li>- We have been collecting data, looking at trends and allowances.</li> <li>- This is going very well. We have never seen as much positive feedback from a change.</li> <li>- The non-clinical team includes a separate 'reception' and 'admin' team – we understand our busiest call traffic so have added 4</li> </ul>		



	<p>Geographically – 19000 patients are in our region.</p> <ul style="list-style-type: none"> <li>- <b>RW/JS to write back – will send to RD first.</b></li> <li>- Todmorden Pharmacy (along with Luddenden Foot Pharmacy) will deliver to the Hebden Bridge/Mytholmroyd vicinity. Todmorden Pharmacy now has an app.</li> </ul> <p><b>Chair’s update</b></p> <ul style="list-style-type: none"> <li>- 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.</li> </ul> <p><b>AGM arrangements</b></p> <ul style="list-style-type: none"> <li>- The proposed date is November, in The Space, Town Hall</li> <li>- <b>MJ to ask Dr Nigel Taylor if he is available to do a talk.</b></li> </ul>	RW/JS/RD	
<b>Any other Business</b>	<p><b>Practice staff</b></p> <ul style="list-style-type: none"> <li>- Frances Lloyd has joined the Practice as an Advanced Nurse Practitioner.</li> <li>- 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.</li> </ul> <p><b>Winter pressures</b></p> <ul style="list-style-type: none"> <li>- From 4<sup>th</sup> September we have had an acute hub – where GPs/nurse practitioners provide additional appointments to see acute patients - to support with winter pressures.</li> </ul>		
<b>Date of Next Meeting</b>	AGM: 21 November 2023 at Town Hall, Hebden Bridge		