

# Hebden Bridge Group Practice Patient Participation Group

## Annual General Meeting

**19:30, Tuesday 22 November 2022**  
**The Space, Hebden Bridge Town Hall**

### 1. Apologies

Sam Moore, Ken Collins, Jenny Shepherd

### 2. Introductions

Richard Woodcock (chair), Tony Brooke-Taylor, Barbara Atack, Stella Henderson, Martin McGroarty, Sue Fenton, Nigel Taylor (HBGP), Rosie Duke (HBGP), Andy Knudsen (HBGP), Irene Lumb (PCN), Sally Newby (Healthy Minds).

### 3. PPG update

#### i. Who we are and what we do

TBT led the update and outlined the role of the PPG in supporting the work of the practice while representing patient views.

#### ii. Appointments

TBT outlined the continued work of the practice in making a variety of appointment types available for patients, including the positive impact of the PCN (Primary Care Network) and ARRS (Additional Roles Reimbursement Scheme) staff. Enhanced Access has allowed for improved patient access and continuity of care.

TBT described a good talk given to the PPG by Alan Howe (Advanced Nurse Practitioner at HBGP) and another talk on the role of Social Prescribing Link Workers (SPLWs). IL gave detail on the role of SPLWs and how they work with the practice, patients and the community. NT contributed to the discussion and outlined how the role works with GPs.

#### iii. Communications

TBT talked about developments in practice communications:

- The new website and how the PPG has been supportive of and involved in its development.

- A practice Facebook page to allow the practice to communicate easily with the community.
- Information posters and infographics to inform patients of various aspects of the work of the practice.
- A new email address for the PPG which patients can access through the website.

#### **iv. Prescriptions and pharmacies**

Discussion of how the closure of Boots on Valley Road has had a negative impact. The PPG had fed into a PNA (Pharmaceutical Needs Assessment) which RD had submitted. RD outlined that the PNA report has now been published which expressed the view that the Calderdale area is generally well served, despite the closure.

NT outlined the move within the practice from the existing prescribing service to a new PCN team. It is hoped this will provide the practice with more control and a better prescribing service for the patients. This will go live for Hebden Bridge Group Practice on 28/11.

#### **v. Buildings**

TBT raised the matter of the radio playing in the waiting rooms. RD described the conflict between different patient needs (such as the need for confidentiality (which the radio supports) and the need for quiet (which some patients need or prefer).

#### **4. Talk – Dr Nigel Taylor, Upper Calder Valley PCN Director and Partner at HBGP**

NT gave an outline of the general practice business model and the context and current climate of working in general practice. NT gave an update on the work of the practice and what the PCN is and does.

Discussion ensued about how to spread the word about the work of PCN ARRS staff and how it could make a positive difference to the patient population. It was generally felt that the PPG could play a role in achieving this.

Discussion ensued around access to the surgery and how best to support patients to access services. It was felt that online public statistics (about appointments, phone calls handled, etc) might support the public to understand the work of the practice and encourage them access the right services for them.

## **5. Questions**

A question was raised about menopause specialists within the practice. RD informed the meeting that Dr Teodora Draghici was becoming a menopause specialist and would be giving a talk at the Town Hall on 4<sup>th</sup> December.

A question was raised on access to appointments other than telephone consultations. NT answered by saying that it was possible to arrange video consultations and that it was possible to submit photos in support of a remote consultation.

## **6. Confirmation/election of PPG Chair**

RW was confirmed as chair for another year.

## **7. Any other business**

The meeting concluded with no further items raised.