

Hebden Bridge Group Practice- Patient Reference Group Meeting 8 March 2023

Present	Richard Woodcock (RW) (chair), Sam Moore (SM), Ken Collins (KC), Martin McGroarty (MMc), Barbara Attack (BA), Kirsty McNamara (KMc), Barbara Attack (BA), Stella Henderson (SH), Tony Brooke-Taylor (TBT), Jenny Shepherd (JS), Andy Knudsen (AK) (minutes).		
Apologies	Gwen Ellis (GE), Bernie Folan (BF), Billie Klinger (BK), Rosie Duke (RD).		
Minutes	<u>Minutes of the previous meeting held</u> - Minutes from the previous meeting were approved		
Actions	<u>Actions carried forward from previous meetings (11 January 2023)</u> - Create infographic around Enhanced Access AK - Update Practice Booklet AK - A discussion took place around circulating the PPG contacts list and possible GDPR breach. It was ultimately agreed that as a group of individuals, circulating the list was appropriate. RW to circulate - A discussion took place around adding the PPG email address to the Facebook page. It was ultimately decided that it this was not appropriate. No action		
		Action By	Date By
Agenda Items	Matters arising Hebden Bridge Pharmacies - The group discussed continued challenges. - AK outlined that the findings of the Pharmaceutical Needs Assessment deemed that there was sufficient provision in the Upper Calder Valley. - RW's letter to Boots has prompted an inspection of the Boots store on Crown Street and there have been improvements. - Action: Follow up further with the Health and Wellbeing Board. PATCHS (online consultation system) - RW suggested the group could support patients to use PATCHS. - TBT suggested this could be a role carried out by practice champions. - JW suggested this could work in collaboration with	RW	

	<p>the Library.</p> <ul style="list-style-type: none"> - JW suggested using the group Strong Communities run by Calderdale Council. - Action: Investigate the possibility of collaborating with the library. - Action: AK to monitor patient feedback and identify if a negative trend emerges. <p>Practice Update (AK) PATCHS</p> <ul style="list-style-type: none"> - The Practice's new online consultation system (PATCHS) has gone live. Practice staff are using the system to deal with patient problems. - PATCHS has been commissioned by the Integrated Care Board (ICB). <p>Spring Booster Campaign</p> <ul style="list-style-type: none"> - The Spring Booster Campaign will launch in April. - Initially, anyone over 75 and anyone severely immune compromised will be invited. <p>New GP</p> <ul style="list-style-type: none"> - Dr Robyn Rendle has joined HBGP. - She has previously worked at King Cross Surgery in Halifax and is moving to the Hebden Bridge area. - She has a specialist interest in diabetes and we are pleased to welcome her. <p>Birthday Month Recalls</p> <ul style="list-style-type: none"> - We are moving to a system of birthday month recalls for long term conditions. - This is intended to be more convenient for patients and efficient to manage within the practice. - All affected patients will be contacted. <p>New Cloud Based Phone System</p> <ul style="list-style-type: none"> - Our new cloud based telephone system (in line with the latest NHS/government guidance) is due to launch at the end of April. <p>Telephones capacity</p> <ul style="list-style-type: none"> - Throughout winter pressures, we have committed additional staff to the phone lines to ensure we are able to deal with increased winter demand. - Winter pressures funding finishes at the end of March. We will be reducing the number of these staff from this point. - We will monitor the impact on the phone lines and redress as necessary. 	<p>TBT AK</p>	
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	<ul style="list-style-type: none"> - Action – to meet with Tod Group Practice PPG to consider how Patient Champions could work within the practice and what groups we could offer. - Action – to review the Practice notice boards. 	RW	
		RW/JS	
Any other Business	None		
Date of Next Meeting	10 May 2023		