

Hebden Bridge Group Practice- Patient Reference Group Meeting 10 May 2023

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| Present | Richard Woodcock (RW) (chair), Billie Klinger (BK), Sam Moore (SM), Sue Fenton (SF), Kirsty McNamara (KMc), Jenny Shepherd (JS), Maggie Griffiths (HBDAF), Andy Knudsen (AK) (minutes). | | |
| Apologies | Gwen Ellis (GE), Bernie Folan (BF), Rosie Duke (RD), Martin McGroarty (MMc), Tony Brooke-Taylor (TBT). | | |
| Resignations | Barbara Atack (BA), Ken Collins (KC) and Stella Henderson (SH) have resigned from the PPG. The group would like to thank them all for their contributions over the years and wish them good luck and best wishes for the future. | | |
| 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> <ul style="list-style-type: none"> - TBT to investigate the possibility of collaborating with the library. TBT has been in touch with the Library about supporting patients with IT needs and is awaiting a response. - AK to monitor patient feedback and identify if a negative trend emerges. No trends have been identified. - RW to ask Joanne Aston to make contact with the PPG. - RW to meet with Tod Group Practice PPG to consider how Patient Champions could work within the practice and what groups we could offer. RW and SF met with Joanne Aston and Pam Barmby (Voluntary Sector Initiatives Alliance). RW still due to meet with Todmorden Patient Group. - RW and JS to review the Practice notice boards. RW and JS have fed back to AK and RD. Points raised in meeting discussion (detailed below). Further action still to be taken. | | |
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| Agenda Items | Practice Update (AK) Practice Nurses <ul style="list-style-type: none"> - One of our Practice Nurses has resigned. - In recruiting her replacement, we have hired two | | |

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| | <p>Practice Nurses in her place.</p> <ul style="list-style-type: none"> - The new nurses will begin in June. <p>Spring Booster Campaign</p> <ul style="list-style-type: none"> - The Spring Booster Campaign launched in April and has been a success so far. - Anyone over 75 and anyone severely immune compromised has been invited and update has been good. <p>New appointment model</p> <ul style="list-style-type: none"> - In line with the new GP contract and the drive to be able to offer something to every patient, we are trialling a new way of working at the practice. - This will involve a greater focus on triaging patients, in which a GP will support the Reception Team to provide the best possible outcome for patients whenever they call in. - The hope is that we use fewer appointments to deal with patient problems and we are able to open up more routing appointments further into the future. - We will be monitoring this change carefully and will review after a month. <p>Patient Survey</p> <ul style="list-style-type: none"> - The patient survey is due to close on Monday 15 May. - The response rate has been good though AK will make a final push for responses. - MG raised points about accessibility of the survey, both in it being hosted on Survey Monkey and it being available in hardcopy in larger type. - AK will look into options around increasing accessibility, if not for the current survey, then for any future surveys. <p>Boots consolidation update (RW)</p> <ul style="list-style-type: none"> - RW has heard from Cllr Swift on the Boots closure. - Action: RW and JS to meet to go through letters and other documentation and agree next course of action, including writing to the ICB. <p>Practice Champions (RW)</p> <ul style="list-style-type: none"> - RW is continuing to investigate the roles of champions elsewhere and how these could be effective at HBGP. - RW will be meeting Rosie Duke and Pam (?) to discuss further. - JW suggested the role of Practice Champions could incorporate digital champions and also people to | <p>RW/JS</p> | |
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| | <p>physically sort out the waiting areas.</p> <ul style="list-style-type: none"> - The group agreed to defer further discussion until the next meeting. <p>Notice boards</p> <ul style="list-style-type: none"> - RW and JS have looked round the surgery and reviewed the notice boards and waiting areas in general. - They have submitted a number of very good recommendations to Practice Management. - Action: AK and Rosie Duke to consider and approve these recommendations as appropriate. | AK/RD | |
| Any other Business | <p>Pharmacy issues</p> <ul style="list-style-type: none"> - SM raised issues he has had with Day Lewis Pharmacy outside Grange Dene Medical Centre. - SM has submitted a complaint to Jo Murphy at the General Pharmaceutical Council and is awaiting a response. - SM is currently trying Todmorden Pharmacy in the hope that the service is better. | | |
| Date of Next Meeting | 12 July 2023 | | |