

Hebden Bridge Group Practice- Patient Reference Group Meeting 02-Nov-22				
Present	Rosie Duke (RD), Richard Woodcock (RW), Tony Brooke-Taylor (TBT), Sam Moore, Ken Collins, Izzy O'Keefe (minutes)			
Apologies	Martin McGroarty, Christine Brampton-Smith, Barbara Atack, Sue Fenton.			
Minutes	<p style="text-align: center;"><u>Minutes of the previous meeting held</u></p> <ul style="list-style-type: none"> - Unfortunately, the minutes of the previous meeting were not available so will be reviewed at next meeting. Apologies from Izzy for this. 			
		Action By	Date By	
Agenda Items Practice Manager Update	<ul style="list-style-type: none"> - Demand for appointments still very high however we only have the same resource as before so proving difficult. - Our reception team are working incredibly hard to try to meet the demand. Lots of frustration from patients because of phone queues etc. - Difficult as clinicians unfortunately off sick at the moment which means we have less capacity, we are trying to fill this with locum cover. - RD emphasised the need to protect our staff, they are all overworked with a demand higher than it's ever been – looking at plans to reduce the pressure on the workforce and prevent illness. - Still just as difficult to balance the acute and routine capacity evenly. - In 2015, the government promised general practice 5000 more GPs, there are now 1500 less GPs than there were in 2015 so not only have we not received the promised workforce, we've also lost a proportion of the workforce already in posts. - Community pharmacy referral scheme was mentioned but unfortunately there is only one pharmacy who are already struggling with only one pharmacist so this just isn't an option. <p>AGM – Date: 22nd November 2022 @ Hebden Bridge Town Hall.</p> <ul style="list-style-type: none"> - RW created some powerpoint slides for the event. - TB-T created a document with items pulled out of previous meetings to discuss, to circulate to the group for responses on anything to add/change. 			
AGM				

- RW has created a flyer to put around. TBT happy to take to the post office and co-op for display.
- Point raised re GP being badgered with questions/criticisms, RW said he would politely ask people not to do this.

Online Appointment Booking:

- Some patients said they weren't able to book online. RD reassured that the system from what she knew was working correctly but that possibly there just weren't any appointments available to book at that time.
- RD explained we offer routine appointments at regular intervals to ensure that patients have the same chance of being able to book an appointment and they aren't just all released at one time of the week.
- Enhanced access is the only exception which can't be booked online due to this being at network level which means the other practices use the same slots, therefore offering them online to our patients only would be unfair to the other practices.
- TBT mentioned he recently had a positive experience with the engage consult system.
Group members to encourage others to use this system if they are able to.

Safe Surgeries

- 'Doctors of the World' – upholding the right for everyone to see a doctor if they need to. Initiative to signal practices which are 'Safe Surgeries' for individuals who are from outside of the UK (refugees, migrants etc).
- RD said there would be no reason for us not to sign up to this, however she emphasised that we do not turn anyone away who needs our help, and we would never refuse treatment to someone who isn't registered with us. **RD to look into this more.**

Practice Champions

- Since the pandemic the Practice Champions have disappeared.
- There is a need for champions in the Practice and it would be great to see more groups happening to help tackle social exclusion, loneliness, mental health etc which has become worse after the pandemic.

