

**Hebden Bridge Group Practice- Patient Reference Group Meeting 16-09-2020**

<b>Present</b>	<b>Rosie Duke (RD), Andy Knudsen (AK), Barbara Atack (BA), Richard Woodcock (RW), Sue Fenton (SF), Tony Brooke-Taylor (TBT via teams), Jenny Shepherd (JS), Kate Lowerson (KL), Martin McGroarty (MMC), Christine Spice (CS). Izzy O’Keefe (minutes)</b>		
<b>Apologies</b>	Francis Creed, Christine Brampton-Smith.		
<b>Minutes</b>	<p align="center"><u>Minutes of the previous meeting held</u></p> <ul style="list-style-type: none"> <li>- The group expressed thanks to Izzy O’Keefe for taking and producing the minutes of previous meetings.</li> <li>- A number of changes to October minutes were suggested</li> </ul>		
		<b>Action By</b>	<b>Date By</b>
<b>Agenda Items</b>	<p align="center"><b>Practice Update</b></p> <ul style="list-style-type: none"> <li>- Dietician has given backword, so advert has been posted again.</li> <li>- New pharmacist has started with our PCN pharmacy team.</li> <li>- Followup slots are available around a week in advance for GPs to follow up with their patients.</li> <li>- Enhanced access service to begin on 3<sup>rd</sup> October.</li> <li>- Routine appointments are embargoed for 12, 7 and 3 days to be released at intervals to try to help patients to access a routine appointment no matter when they ring.</li> <li>- Difficult to find the balance between acute and routine appointments, the practice is currently running a questionnaire for the receptionists to answer to try to capture the volume of patients who aren’t receiving an appointment/asked to call back.</li> <li>- Autumn boosters to begin 24<sup>th</sup> September along with flu campaign. RD recognised and explained to the group that there was a minor issue with patients understanding the text link which led to frustrations. All appointments are currently taken and hoping to plan some more clinics later into October.</li> <li>- Enhanced access to begin 3<sup>rd</sup> October which will be Monday – Friday 6:30pm-20:00 and Saturdays 9am-5pm.</li> </ul>		

### Food Support Group

- Food bank session at Valley Medical Centre every Wednesday 10am-12pm run by Calder Food Support. Aim to target health inequalities as well as those who need help with cost-of-living crisis. Likely to help remove the stigma of visiting a food bank if it is within the doctor's surgery.

### Social Prescribing

- Kate Lowerson gave a short talk about what social prescribing is and what they do. Kate explained there are 4 social prescribers covering the Upper Valley helping patients with a wide range of issues such as housing, returning to work, benefits system/calculations, menopause, mental health, memory, accessing support groups etc. The social prescribers offer telephone support, face-to-face support and home visits. Social prescribing can be used along with medication or sometimes instead of. The aim is to offer an alternative support for patients who may have queries or issues that aren't specifically medical related so that GPs have more time to offer help for medical problems.

### AGM Arrangements

- To be planned for beginning of November. RW, TBT, AK and JW to have small working group to organise.

### FAQs and photos for website

- AK not yet received many FAQs from the group but has looked into the types of questions patients may need the answers too.
- Website is due to go live in the next week or two after a few final tweaks. Everyone feeling positive about the new website.

### Publicising Enhanced Access

- The group discussed that the term 'enhanced access' really means nothing to patients and that the practice should use a generic term that everyone can understand when advertising. AK to create an infographic to be advertised on the website.

	<p>VBT resignation</p> <ul style="list-style-type: none"> <li>- Vicky Brooke-Taylor and Rosemary Hedges have both resigned from the group. Both have been valued participants and the group wish them both the best.</li> <li>- June Eaton would like to receive agendas and minutes in representing HBDAF.</li> </ul> <p>Shingles jabs</p> <ul style="list-style-type: none"> <li>- RW asked if patients are being invited for their jabs.</li> <li>- RD confirmed invites are being sent when patients turn 70 and reminders at 75 and 79.</li> </ul> <p>Annual checkups</p> <ul style="list-style-type: none"> <li>- RW asked about annual checks ups.</li> <li>- There was a discussion about the tests covered in a health check being covered in the treatment of other long term conditions.</li> </ul> <p>Check members for agreed contacts list</p> <ul style="list-style-type: none"> <li>- RW will organise a contacts list over email.</li> </ul>		
<b>Any other Business</b>	None		
<b>Date of Next Meeting</b>	2 <sup>nd</sup> November 2022		