

MINUTES PPG MEETING 23/4/24 11:00AM

Present - Barry Menear, Nikki Stocks, Margareta Holmstedt, Julia Grieve, Judith Marshall, Roy & Margaret Gunton, Pat Power, Tracy Wilson

Apologies - Alex Boyle, Richard Woodcock, Meg Kennedy

Minutes of last meeting - Approved as read.

Update from the Practice - Tracy

The practice has taken on three new GPs, one starting next week, another in May and one at the end of August, plus a new Operations Manager. There will also be one new nurse, one new healthcare assistant, and 4 additional receptionists. The upstairs practice closes June 28th. Patients will be moved on June 13th. In order to update the community and reassure concerns with positive factual information Judith will contact the Todmorden News & Advertiser hoping they will speak with Tracy and publish an article getting the message out to all patients. In addition the practice will run three open days inviting new patients to come along and meet the practice, with PPG and THCC assisting. They are as follows Thursday, May 9th 12-3; Tuesday, May 21st 6-8; and Saturday May 25th from 9-11. Participation by the PPG would provide us with a good opportunity to get our message across.

Age Concern Item - Alex

Patients with hearing difficulties are struggling with the phone appointment system. Also many cannot afford to hold for a long time and/or run out of paid time on their phones. Tracy said people who cannot hear should come to reception. The call back feature will be changed to offer a call back much earlier in the queue perhaps at 6 or 4 calls.

Plans for Urgent Treatment Center Meet and Greet

A Thursday in September would be ideal perhaps over 2 hours including a tour with coffee, tea, cake and biscuits supported by the PPG and THCC. We will inform the Todmorden News & Advertiser and Yorkshire TV and invite Tracy Brabin, all councillors, Age Concern, Weir, Robinwood, care homes, schools, the Well-being network, Todmorden Together, market traders, carers, building and joinery firms plus others within the Walsden to Portsmouth to Luddendenfoot area. Ideally it would operate from 8-8, including weekends and bank holidays. Tracy will try to obtain helpful statistics to support our case. It would be useful to produce an informational flyer to publicise the event and for people to take away. We should give people a choice of three dates and choose the best option. The petition needs to go online and be presented to Calderdale Council. Areas to explore are how many working hours are lost by school and care home staff, parents etc., the cost of ambulances, carbon footprint, inequality of health care (we are not getting the same care as Halifax). Could the Town Council help us? Could the committee write a letter of support? Would it be useful to have a free market stall to hand out flyers, promote our message and get more petition signatures.

At the Todmorden Together meeting we could ask is your organisation willing to help us achieve our goal.

The Integrated Care System consists of the Integrated Care Board and the Integrated Care Partnership. The Board provides the NHS with money which it gives to the Trust who decide where to spend it. We need to pressure the Board to give more money. We also need to pressure the Council of the Integrated Care Partnership. Barry will write to the Integrated Care Partnership. We should progress with the petition and flyers, ask people to email Craig Whitaker, and invite local councillors to join our campaign.

AOB

What's happening with Covid vaccinations? (Roomfield residents are confused and worried as some have been contacted, others not) Tracy explained current vaccinations are being organised by Hebden Bridge using text messages. The two planned sessions, one in Todmorden, the other at Mytholmroyd are now fully booked. Todmorden will follow up by phone to invite anyone over 75 and vulnerable patients who were not included in the previous two sessions.

Judith shared an article from The Guardian featuring the French 5 euro charge for GP appointments missed without a valid excuse.

Misc - The building has always been owned by Assura.

Date of next meeting, Tuesday, June 4th at 11:00