

Manor Park Surgery Patient Participation Group Meeting Minutes 31st January 2018



| Attendees | |
|--------------------|-----------------|
| Dr Matt Barton | Annabel Gaskin |
| Karen Wood | Adrian Gaskin |
| Claire Turnbull | Mary Smith |
| Jackie Worthington | Kevin Ritchie |
| Tony | Ann Butler |
| Philip McConnell | Linda Birch |
| Jonathan Butler | Diane Wallace |
| Lynne Gathercole | Jenny Humphreys |

Items Discussed

1 Welcome and Introduction

1.1 Claire Turnbull opened the meeting by welcoming everyone. Introduced Karen Wood who is the new Front-Line Services Manager, in charge of the booking service team & will be involved in the PPG going forward.



2. Ground Rules

2.1 Claire read through the ground rules and confirmed all in agreement with current ground rules.

Confidentiality – what is said in the group stays in the group.

Avoid personal references - As patient leaders we think about the needs of the wider public.

Avoid assumptions – base discussion on evidence and good practice.

Listen – listen actively and attentively. Avoid interruptions.

Challenge – Ideas, not people.

Find solutions - Build on one another's comments; work toward shared understanding.

Do not monopolize discussion – give others chance to speak.

Respect – other people's thoughts, ideas and Suggestions (even if you don't agree with them).



Items Discussed

3 Terms of Reference

3 Terms of Reference

The groups terms of reference have been put together by a professional within the CCG.

Claire asked if everyone was happy with the terms and if anyone had any feedback

Adrian Gaskin had some points to raise as follows:

*Under – Frequency and timing of meetings. Adrian suggested a wording change to “Dates of meetings will be emailed to all members.” to include “Dates of meetings will be emailed to all members and posted to those who do not have email access”.

All agreed to change in wording. **KW to amend**

Adrian raised the point of a maximum term for the Patient Participation Group chair – Does there need to be a maximum number of years stated?

Group majority voted to agree no maximum number of terms for chair but to decide by group vote after 12 months term of current chair.



Items Discussed

3 Terms of Reference: continued

- 3 Slight change to state group vote re nomination of chair. Adrian also raised whether the paragraph at the bottom of section "Management of the group" containing CCG support and training for PPG chair should be included in terms of reference.
- Group agreed to keep as a reminder and as a note at the bottom of the page. – KW to amend**



Adrian asked why under "The decision-making process" when a member requests minutes in another format should there be an offer of a meeting with that member?

The meeting is suggested, to meet that member to identify if there are any other requirements to make communication easier for the PPG and when communicating with the practice.

Items Discussed

3 Terms of Reference: continued

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Annabel suggested the offer of a different format to be removed from terms of reference as no relevance due to practice budgets restraints in providing documents in different format.

Matt Barton advised that this was a problem throughout practices and the CCG was looking into this. There is a need to go through the correct channels and obtain specific funding where possible to be able to provide this service.

Claire Turnbull explained that the practice is limited in what we can supply in terms of budget and resource but where there is a real need then the practice would meet this need.

Annabel explained that she had contacted the practice by phone to “test the system” and was disappointed to find that the receptionist was unsure what easy read was and how to create a document using easy read.

Claire explained that it is not possible to train all staff in how to create documents in easy read but where there is a need, staff should know the pathways that are available to request documents in a specific format.



Items Discussed

3 Terms of Reference: continued

- 3 Philip McConnell advised that working with his wife he would be willing where sensible to assist in creating documents in easy read format. He does this for the housing & tenants association for which he is chairperson.
- Claire referred to Annabel's email requesting a list of courses that staff have studied and that said we should not engage in lies to our patients.
- Claire explained that Annabel may have misinterpreted the footnote at the bottom of the letter because we do not claim that our staff are trained in specific access skills in producing documents in different formats.
- Claire explained to that the practice does not have the resource or budget to train all staff in producing easy read / Braille / British sign language etc.
- However there is a clear guide for staff to follow to obtain documents in a different format if a patient requests and has a real need for this.
- Following Annabel's email we made sure staff were refreshed in this protocol.



Items Discussed

4 Practice Update

4 Surgery Pod

The practice currently has a "pod" in waiting area 2. This is on loan to the practice to trial for three months To give time to think about buying the POD. The POD can be used for Blood Pressure, Weight check, Pill check and others.

This information is then saved to your medical notes and any unusual readings are raised to the doctor for action.

Members are encouraged to visit the pod and try it out – The practice would appreciate feedback from as many patients as possible.



Booking Service Team / Administration Restructure

The booking service team have now taken on office duties as well as taking phone calls. Extra team members are being recruited to assist with the workload.



Items Discussed

4 Practice Update

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GP Registrar

Will Cowie is leaving the practice in early February. We will have a new registrar called Caroline Porteus joining the practice on the 07th February.



Nursing Team

Nurse Sheila Jones left the practice in December. We have recruited two new nurses, Sophia & Liz.



Care Navigator

New care navigator recruited – Amanda

Booking Service Advisors

New booking service advisor – Ruqayya

New booking service advisor starting 12/02/18 – Joanne



Items Discussed

4 Practice Update

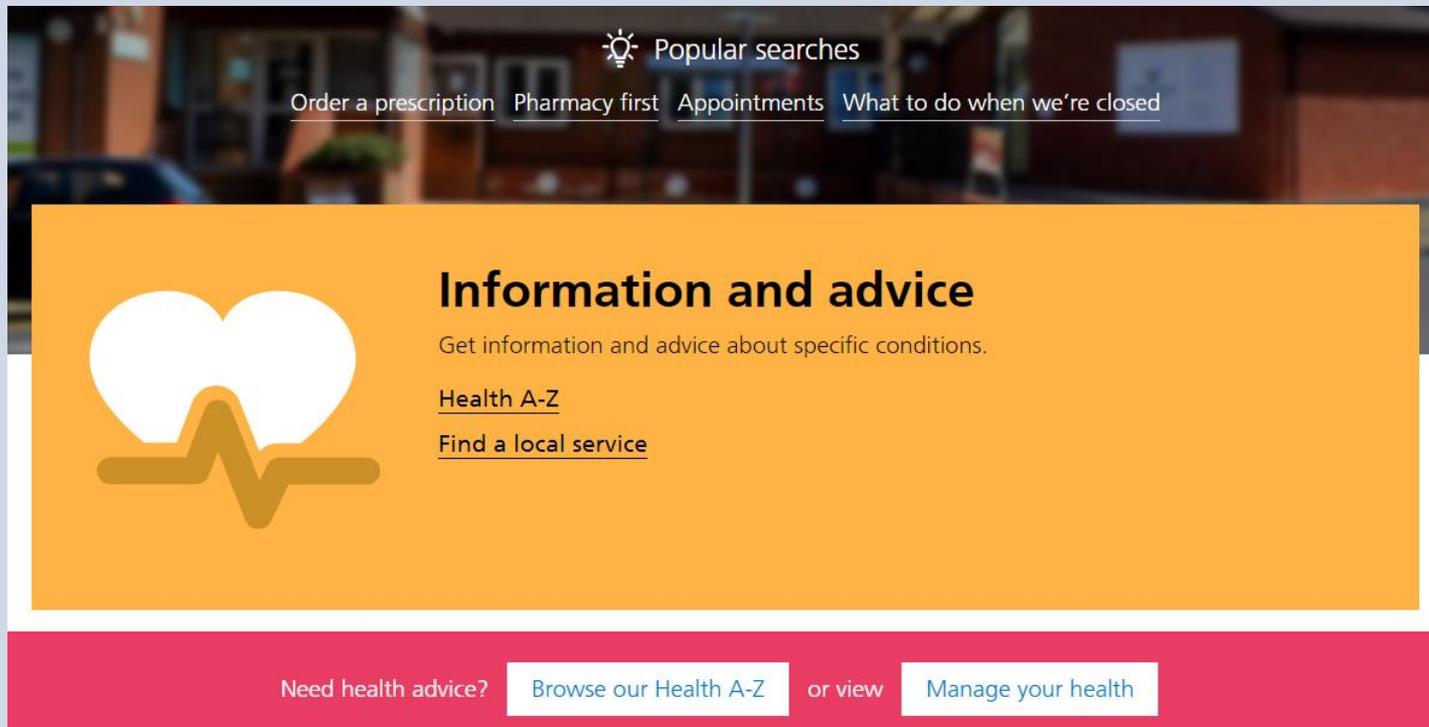
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New Manor Park Website www.manorparksurgery.co.uk

The new Manor Park surgery website has been launched. Initial feedback positive. Points raised on log in point being right at the bottom of the page.

KW will feed back to IT manager.

Patient Participation Group members encouraged to visit the website and provide feedback.



Items Discussed

5 Bramley Health & Wellbeing

5 Craig from Leeds Beckett University visited the practice to present a proposal for a Bramley health & wellbeing centre.

The council has agreed to transfer the land at the side of the practice "St Peters Field" to the practice in support of a wellbeing centre for the community and recognises the benefits this would bring.

Latest statistics show that 44% of patients that see a Doctor would be better seeing another service provider.

This would ease pressure on the practice and free up more Doctors appointments & provide a wider range of services for the community.

Dr Mark Fuller has initiated this proposal in the hopes of moving forward however there are lots of things to consider such as funding, staffing, income, etc.



Items Discussed

5 Bramley Health & Wellbeing - continued

- 5 Some examples of services that the Wellbeing centre could provide are:
Café – Creche - Meeting Rooms / Room Hire - Mental Health Support – Stopping Smoking - Dance / Drama / Fitness Classes



Pudsey Wellbeing Centre is a very popular for activities such as:
Weight Watchers – Yoga - Banjo Group - Young Persons Choir
Diabetic Management
Counselling Groups - It is also run by a team of volunteers.

Annabel raised the concern that it may be difficult to recruit volunteers and funding may be difficult to obtain.

Philip & Kevin both have very positive experiences of people from Bramley willing to volunteer and get involved in local projects.

Group very positive to the idea and feel would be a great contribution the community.

Items Discussed

5 Bramley Health & Wellbeing - continued

5 Will & Louie – Two architecture students from Leeds Beckett University had designed some models for how the Wellbeing centre might look if we were go be able to go ahead.

Each had a good element of community input.

The designs will be displayed within the practice to obtain patient feedback.



Items Discussed

6 Access by Annabel

6 Not Covered - Apologies

7 Manor Park Accessible Information Policy

7 Not Covered - Apologies

8 Any Other Business

8 Secretary for next PPG Meeting – Not Covered
Leeds Involving People – Not Covered

Due to Terms of Reference discussion and Wellbeing discussion running over the final three items of the agenda were not able to be covered as the practice had to be locked up.

Proposal to hold a sub-group meeting to view and discuss Annabel's presentation on access in 1 months' time – Date to be proposed and agreed.

