

**Addingham Medical Centre
151A Main Street
Addingham
LS29 0LZ**

PATIENTS' PARTICIPATION GROUP

Minutes: Meeting of 30 September 2013 at 1900 hours x

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|-----------------|-------------------|---------------------------|
| Present: | Dr Suleman | Gordon Campbell (Chair) |
| | Ann Bacon | Alan Davies |
| | Barbara Haigh | Lizzie Lister |
| | Anneli Littlejohn | Valerie Lomas (Secretary) |
| | Margaret Norris | Emma Roberts |
| | Tony Taylor | Diana Wontner-Smith |

Also, Pierre Richterich from the Ilkley & Wharfedale PPG

1. **Apologies:** none received.
2. **Resignations:** Judy Taylor has now resigned (email of 30 July). Gordon has now written to both Judy and Roy to thank them for their contributions over the years.
3. **The Minutes of the meeting of 22 July** were agreed.
4. **Matters arising:**
 - Re Minute 7.3, Alan corrected the sum given as the cost of the new A & E. The figure should have been given as £5.7 million.
 - The next PPG Network meeting is scheduled for 10 October, not 17 October. It is assumed that Chris will be able to attend and now, because of the change of date, Gordon is also able to attend. Valerie to confirm to Gill Bowskill.
 - PPG Awareness Week: are the fliers being given out with prescriptions yet? The fliers have been passed to the Pharmacy but to date no-one has received a flier. Lizzie will check with the Pharmacy.
 - The Gala: the Committee is to meet on Tuesday 15 October. Gordon has submitted a "Grant Request" of £250 on behalf of the PPG, re the 2013 division of funds. If we are successful, this money will be used to help with the cost of speakers for PPG Events for 2014.
 - Re insurance: Gordon spoke to the PPG head office, to ask if other PPGs are taking out insurance. It is understood that some are, but that it is quite expensive. Gordon believes we only need Public Liability insurance and will seek a quote from a broker. There may be a cost in the region of £100, as we would fall into the "not for profit" category.
5. There was no **Chairman's Report** at this meeting.
6. **Finance:**
 - Renewal of the N.A.P.P Affiliation is due at the end of October. It was agreed that we should continue our affiliation and Barbara will prepare a cheque for £40 and pass to Valerie for forwarding with the completed form.
 - Gordon is to be reimbursed for the Rejuvenate invoice he had paid in relation to the website. Lizzie will check the amount with Carol.

7. **Patient Survey:**

- Lizzie lead this discussion. She had previously circulated last year's survey and asked in the meeting what we wished the focus to be this year, ie Clinical Care, Appointments, Reception Issues, Opening Times, etc. She also asked if any questions should be added/removed/amended
- Looking at last year's survey, Gordon noted that the questions were very much worded in favour of the medical practice and that the main focus was round available appointments and the number of clinics, making sure that the appointments are filled with people who are really unwell.
- Telephone appointments were discussed, together with a comment that some doctors are now using Skype.
- Pierre asked about the benefits to the Practice following last year's survey. Lizzie responded, saying that three actions (to questions re text reminders, waiting times to see the clinician and the existence of the PPG) had resulted and it was felt to have been very beneficial.
- Gordon asked how we could get the questionnaire to more patients so that a wider population is represented in the completed questionnaires.
- The section on Appointments was discussed and it was suggested that a question be added re patients' awareness of the NHS111 Service.
- Emma spoke about telephone consultations only taking a short time, but it was apparent that it is not generally known that these are possible. It was suggested that the questionnaire should ask if patients wanted this choice.
- Gordon wished the group to consider further how we can broaden completion of the surveys. Suggestions ranged from putting posters up round the village asking people to pick up the surveys, publicizing the survey in the Gazette, and publicizing through village organizations, Drama Group and the village website.
- It was agreed that the survey should have these additional questions:
 - if anyone had used the NHS 111 service and for feedback
 - if patients would like to be able to have telephone appointments
 - a question on 'Other Information Events' (e.g. Cancer Awareness etc)
- Lizzie will circulate to the PPG an updated questionnaire. The PPG is asked to respond by 11th October 2013.

8. **Wifi at the Airedale Hospital:**

Alan had enquired re the provision of wifi at the hospital and the response was that they were not aware of its *not* being available to patients. They also said that it was in place for staff to use so they didn't know why it wasn't available to patients. The hospital has undertaken to speak to the IT providers and follow this up (as a free facility).

Alan also reported that there was a hospital inspection last Thursday/Friday, 26/27 September. 24 inspectors went across the whole hospital over the 2-day period. It is to be followed up this week by un-announced visits to look at weak areas. The inspectors have intimated that they were satisfied generally with the visit and Alan has cautious optimism that the hospital will be ranked as low risk.

Re the quality of food provision, Alan reported that measured improved feedback had been received.

9. **Care data:**

Lizzie spoke about the Health and Social Care Act which concerns the collection of data from GPs on a monthly basis from April 2013 onwards. The identifiers extracted are NHS number, date of birth, postcode, and gender which will allow patients' GP data to be linked to their hospital data. There is a choice to opt out and there are leaflets in the Medical Centre regarding this as well as information on the Addingham Surgery website.

10. **Arthritis display scheduled for 12 October:**

It was decided that the Arthritis Display should be delayed until the end of November as it would detract from the current successful Alzheimer's' display. Diana indicated that the Arthritis Care website has good downloadable leaflets. In addition, she will request leaflets from the Harrogate Branch of Arthritis Care.

11. **A.O.B.:**

- Margaret pointed out that the list of PPG members on the Medical Centre notice board is not up to date. Lizzie will update.

12. **Date of next meeting:**

Monday 25 November at 7.00 p.m.