

**ADDINGHAM MEDICAL CENTRE.  
151A MAIN STREET,  
ADDINGHAM. LS29 OLZ.**

**PATIENTS PARTICIPATION GROUP.**

The Minutes of the meeting held on Monday 25<sup>th</sup> January 2016.

Present: -Chris Acomb, Carole Armitage, Ann Bacon, Alan Davies, Barbara Haigh (Minute Secretary/Treasurer), Lizzie Lister (Practice Manager), Margaret Norris (Chairperson), Emma Roberts, Shirley Twigg, Vicki Wells, Dr Adil Suleman.

Apologies: - James Bloomer.

Election of Officers.

Members were asked for any nominations – (only one was received for each position) Dr Suleman proposed Margaret to continue as Chairperson. All members agreed, Margaret stated she was willing to continue for another year, however next year Margaret informed the meeting the possibility of someone else taking up this role as she herself had been involved with the Group for many years.

Treasurer – Margaret proposed that Barbara continue, all members agreed.

Minute Secretary –Lizzie proposed that Barbara continue, all members agreed.

Email Secretary. Carole volunteered, however she did state she is away on holiday a good deal, however Lizzie suggested that Carole gives her any dates she will be away, then arrangements can be made for the distribution of the emails, this was agreed.

Before continuing the next item, Margaret informed the meeting Anneli (who has been a member of the PPG since January 2012) has resigned because of work and family commitments. Anneli has stated she is still willing to help wherever possible.

Minutes of the last meeting.

The Minutes of our last meeting held on Monday 19<sup>th</sup> October 2015 were agreed as a true record.

Matters arising.

- Emma has received a quote for £80 for the banner the firm requests our format, when completed be given to them in PDF form. Lizzie stated she would contact Mustard Marketing to help with the design, Chris stated he will also help. A draft copy will be sent to members for their comments.
- Airedale Collaborative Care Team (A.C.C.T) - a short talk at one of our meetings is still to be arranged.
- CQC. – this is still imminent, once again Lizzie stated on the actual day if some PPG members could be present.

### Network.

Neither Chris or Ann were able to attend the last meeting which was held on 7<sup>th</sup> January during the day. Date of the next meeting 14<sup>th</sup> April at 7pm, it was agreed that in the event of this date being unavailable to Chris and Ann, then Carole and Vicki would attend (if the date was convenient).

### Treasurers report.

As agreed at the last AGM (Minutes of Monday 12<sup>th</sup> January 2015) all members have been sent a copy of the Financial Statement, showing the Bank balance of £524.33 (just one cheque having been presented since our last meeting for £36.00 for Rejuvenate renewal). However just prior to the meeting Barbara had been informed by Addingham Beer Festival, that we have been awarded a grant of £200.

### Next Event.

Margaret and Alan suggested, in view of media and local press and of its importance – would it be more beneficial to change this event to any subject connected with Organ and Blood Donors Alan stated many people still did not understand the need for these donors, even when someone has a donor organ card the Hospital needs the next of kin consent. All members agreed to change to this subject for the next event. Although this talk had been given by the Civic Society last year, it was decided we could possibly be able to reach out to all age groups (from teenagers upwards). Alan also mentioned many people do not realise that when someone dies from a heart attack, many organs cannot be used because they have been starved of oxygen. However, someone dies from brain damage many organs can be used, people have this idea organ transplants are very expensive – but long term saves lives.

- Confirmed Tuesday May 10<sup>th</sup> in the Memorial Hall commencing @ 7pm
- Refreshments as usual at 6.30pm.
- Alan to give a talk on his experience and he will also contact a Specialist Nurse.
- Alan to do a write-up on the event for the Ilkley Gazette.
- Lizzie to contact Lynfield Mount for possible display material.
- Ann refreshments with help from anyone who is available.
- Event name to be decided at a later date.

### Display in reception.

- This needs to be in place for the Summer months.

Still possibly on all aspects of dermatology, finding leaflets and information are an ongoing problem – we do have the funds to pay if needed. Chris suggested he try to investigate further. The ‘awareness events’ dates to be discussed at our next meeting for more topical subjects.

### PPG Survey results.

The number of patients who responded was 254 (the last survey two years ago was 251) only one patient 18 and under completed the survey – this was the same two years ago. Over all the CCQ (who arranged the survey) commented the response was the largest they have had.

- Booking online response small, but about right, this service would appeal more to the younger generation.
- A small number stated they had accessed their patients records online, however this service is not at present available!
- Opening times very satisfactory, (last time was 33% excellent 34% very good 22% good 9% fair.)
- Out of hours GP Services, some people seem unaware how to get help. The Surgery answer phone gives details of certain phone numbers to contact. It was decided that more information should be available in Surgery as a reminder to all patients. Also on the screen in reception.
- It is very unusual for anyone to wait a week for a GP appointment, for future reference the meeting thought may be this question should have been worded in a different way. Last time question didn't state how long to wait – just did you find it easy to make an appointment, so cannot compare. (Last time 45% very easy and 43% easy.)
- Some patients questioned the Homeopathy - (however this is a private service).
- Questions 22,23 and 24 good responses - notification on the 'self-check-in' screen informing how many patients are ahead in the queue, text message advising any patient of missed appointment, and a comprehensive and interactive text messaging service allowing patients to manage their appointments etc. These related to the PPG Action Points.
- Survey many patients are still unaware of the PPG. Lizzie stated on the Surgery website it is not obvious it is a 'click button' to the PPG. This should be in a more prominent position on the screen. Also it was thought the colour on the screen needs further investigation for more easy reading.
- It was thought a PPG presence in Surgery for awareness a good idea.
- Lizzie to arrange PPG information on the screen in reception also Lizzie suggested a possible permanent table in reception for our use only – all members agreed.

Any other business.

Ann stated that she had read that generally some people are still not aware they have a choice of Hospital for treatment. Dr Suleman commented that all his patients are informed of this service.

**DATE OF THE NEXT MEETING.**

**Monday 18<sup>th</sup> April 2016 @7pm.**