

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

PATIENTS PARTICIPATION GROUP

The Minutes of the last meeting held on Monday 21st January 2019 (A.G.M).

Present: - Chris Acomb, Carole Armitage, Ann Bacon, James Bloomer, Alan Davies, Barbara Haigh (Secretary/Treasurer), Lizzie Lister (Practice Manager), Glen Milne, Margaret Norris (Chairperson), Emma Roberts, Racheal Sharples, Carole Sloan, Shirley Twigg, Vicki Wells.
Dr Andrew Bearpark.

A warm welcome was given to our new members Glen and Carole.

Talk given by Sue Moorchild (Social Prescriber).

Sue gave a very interesting talk – she is the Social Prescriber (since November) at the Surgery in March the contract will end, depending on funding. Sue works one day a week at Addingham Surgery, these days all Doctors are unable to spend time on none medical matters with their patients. Many people can feel isolated, for whatever reason and lonely. They may feel they would benefit from joining a local group, but do not have the confidence for that first visit to make new friends. Some people can feel everything is becoming overwhelming at home, just by talking to someone and their support helps get things back into perspective. Unfortunately, some people when asked how they are, will respond with the statement ‘many people are worst off than myself,’ when really, they have problems of a different nature. These are some of the situations Sue can help with, a person can refer themselves, or by a Health Practitioner, or G.P. Sue books individual appointments – three sessions the first being an hour. In some cases, just by talking the first hour can solve the problem. People with some mental health issues can be referred to personal support navigator.

Sue has some volunteers based in Addingham who can visit people at home. The age people can be referred for Social Prescribing are from 18 and over. Often the underlying reason a patient has, had many frequent visits to their GP is not medical, yet it can have a considerable impact on their health and wellbeing. Patients know usually with guidance, the best way to help themselves.

Social Prescribing resulted from the Care Act of 2014. Leaflets are available in reception, Sue is also employed by Age UK. Bradford District.

Election of Officers.

- Lizzie reminded members of the July Minutes, Margaret had stated she was willing to stand again as Chairperson, unless any other member would take on the position. At that meeting members unanimously, agreed Margaret should continue. However, as some months have gone by, Lizzie asked the question again and received the same unanimous answer. Margaret was elected as Chairperson for another year.
- Margaret then asked for a volunteer for Secretary and Treasurer all members agreed that Barbara should continue.
- Lizzie then formally thanked Margaret and Barbara for all their hard work.

Minutes of the last meeting

The Minutes of the last meeting held on 15th October 2018 were agreed as a true record.

Matters arising.

Lizzie has bought the new display boards for £35, three in total two paid for one free. One of the boards will be in the reception area.

Network.

No more information is available.

Treasurers report.

Barbara stated the bank balance is £210.73, plus £100 we have just received from Addingham Beer Festival total £310.73.

Patients Survey.

Chris raise a question item 1 under the heading 'What gender are you' should it read – male, female, other, prefer not to disclose? Emma stated yes, that was the correct wording by law. Also question 17 is to be amended to include the words see question 14 as a guide.

Lizzie to arrange to have hard copies and through the C.C.G, arrange for the online survey monkey once the complete final draft has been approved by members. Margaret asked if Barbara could inform the Virtual Group of the Patients Survey. Lizzie thanked Margaret for her help producing the draft.

Surgery up-date.

- Health Care Navigation Programme – when a patient contacts the surgery by phone a receptionist will ask the reason, they wish to see a Doctor.(Some patients may not wish to discuss the reason). Once the receptionist has some information, then they can direct the patient to the correct medical staff. This process is recorded using a code, which enables staff to see where the patient was directed. However, all this can not be done if a patient wants to book in person at the front desk owing to confidentiality.
- Change4Life. The Bradford area have these occasionally, Lizzie to organise a mini display in reception.
- New reception staff – Jo Wilkinson daytime and some extended access, Tabassum Khan (Tabs) extended access. Plus, Caroline Smith, this now makes reception fully staffed
- Up-date on the Winter Resilience Scheme – the Surgery was open at times over the Christmas holiday period. NHS England asked for a host site for patients to attend. When a person phoned NHS 111 if they needed to see a GP, they were directed to Addingham Surgery. Three GPs were working 11am to 7pm. This was not a walk-in service and not booked by Addingham Surgery, who were just host. This could happen again during a bank holiday.
- CNET – Bradford and District Community Empowerment Network Ltd. They support voluntary and community sector, they act as a link between surgeries and the Communities working in partnership with our PPGs. Lizzie attended a talk and reported that, we are doing all we can as a PPG, however Margaret and Lizzie to arrange a meeting with someone from the Group, if they can suggest anything more – maybe to recruit members from the younger generation.
- Blood tests, the surgery this time of year struggle with nursing appointments, so they have taken a practice decision to signpost adults and children (over the age of 9) who are able to travel and who require blood tests to Airedale Hospital, Skipton General Hospital, or Keighley Health Centre. This will just be over the winter period. The surgery will still do blood tests where needed and also urgent tests.

Display in reception.

As stated in Surgery up-date – a mini display on Change4Life. It was also agreed for a display on activity, falls and physio which could lead to our next event. Rachael to obtain leaflets on this subject. Margaret, and Shirley to help Lizzie set up.

Article for the village Newsletter.

Lizzie to make enquiries if there is still time, Chris stated if time is short, he can still compose a report. Otherwise this can be included later in the year with the next Newsletter.

Next Event.

- It was decided this will be about Mindfulness, although the exact title was not decided. Lizzie to arrange a speaker. It was also suggested possibly Sue Moorchild (if available) could talk on her work with Age UK.
- Margaret stated we do notify other village organisations about our events. Posters to go in the usual places, plus a mention on Ilkley Chat and Totally Locally. Carole (Armitage) agree to design the posters.
- All members agreed the venue again should be the Memorial Hall.
- Date – this will depend on when the Memorial Hall is not booked, possibly Tuesday 7th or 14th of May. Margaret to contact Wendy Green.

Any other business.

A question was raised did a patient still have a choice of which hospital they preferred to attend? Lizzie stated yes it was always discussed at the surgery.

Also, if a patient is referred from Airedale to Leeds, are their records delayed. Chris stated Leeds are not on the same system and a small delay could happen. Although Chris and Lizzie agreed that a consultant could possibly safeguard this happening.

DATE OF THE NEXT MEETING

MONDAY 8th APRIL 2019 @7pm.