



## DYNELEY HOUSE PATIENT PARTICIPATION GROUP

### Notes of the Meeting held on Wednesday 16<sup>th</sup> March 2016 At 6.30 pm in the Dyneley House Meeting Room

**Present:** Barry Rogers (Chair), Barbara Pavilionis (Vice Chair) Peter Bell, Judith Benjamin, Jane Crossley, Tom Huxley, Val Payne, Jeff Thorogood, Clare Shepherd, Kathleen Sutton

**In attendance:** Antony Radley, Practice Business Manager, Dr Lucy Checker

**Apologies:** Kath Beer Hazel Bulcock, Emma Taylor Health Promotions Officer.

**Welcome:** Barry welcomed everyone and introduced Jane as a new member of the committee.

**Minutes of November 25 2015:** The minutes from November had been circulated prior to the meeting as the January meeting had been the Dementia event and February the AGM. The minutes were AGREED to be a true record.

**AGM Update:** The committee had been elected, Tom & Jane have joined, and Duncan is stepping down but is happy to be involved with the reference group. Alistair need to clarify his position as to whether he will just join us for specific events due to commitments, Mr Shabir may join us for events, Barry is continuing to try and contact to ascertain if he is still interested in joining the committee.

#### **Practice Update:**

There is no practice update due to the imminent visit from the CQC, but the latest newsletter is available. The alterations to the Barn are ongoing and looking good, the ground floor is being totally reconfigured and will provide more space and be able to accommodate the groups better.

Antony gave an update on the staff changes, Bethan has now left to pursue a career as a beauty therapist and Beth Barnes has taken over the position of prescriptions administrator.

The CQC visit was cancelled and now awaiting a new date to be set. Fisher Medical CQC report is available on their website but not yet on the CQC website. Fishers overall report was good with 1 outstanding accolades.

Patient Confidentiality: members of the committee were asked to sign a confidentiality agreement as a formality, DBS checks not required except where members work more closely with clients from the groups or on a one to one basis.

Patient Records: these will be available on line from the 1<sup>st</sup> April 2016, will include coded documents but not letters, a process of application is required prior to access.

CQC ask for an information pack prior to their visit, Antony, Barry & Emma will work together on this and promote the joint working between the PPG and the Surgery i.e. the work with the Stroke group, Diabetes group and the Health & Wellbeing day.

#### **Patient Feedback:**

This is a standing agenda item; Barbara gave feedback on an earlier visit to the surgery regards the reception.

#### **Patient Survey:**

Hopefully will be in April looking at the questions that will provide the answers that we need to help improve, need to target a wider audience than previous surveys and the questions to be more balanced. The size to be A5, core questions on the front, space for comments option and an option for the patient to leave name and number for feedback from the surgery. Jeff is going to put together a draft survey to be sent to committee members for an overview and comments before going live.

Dr Checker did point out that we could potentially miss many patients due to them getting their prescription

electronically.

### **Key objectives for the next 12 months**

#### **Communication,**

- Publicise the PPG and develop its membership.
- Communication – publicity, website, notice boards
- Survey
- CQC
- PPG awareness week 6<sup>th</sup> – 11<sup>th</sup> June with possible event in the Barn over one day incorporating a coffee morning, lunchtime event and evening event, contacting the press to publicise the event.

#### **Reference group:**

Not fully utilised, wanting to broaden, Kath has previously done work in this area, Barry to speak to Kath to find if she wishes to be involved in taking forward.

#### **Health Pledges / One You**

To be linked to monthly health campaigns, regional and national initiatives.

#### **Support Groups**

The stroke group will now be moving to the Barn for their meetings due to a cost being incurred for use of the studio at the swimming baths, next meeting is April 14<sup>th</sup> with guest speaker from Carers Resource.

The Diabetic group in conjunction with the Diabetic Association plan to hold the next meeting on 6<sup>th</sup> April and is on Retinal Screening and again this will be in the Barn.

Dementia: Antony is very keen for the surgery to set up a dementia peer support group to carry on the good work the surgery has already achieved. He has recently had a meeting with Paul Evans from North Yorkshire Police in relation to the Dementia Community Alliance project and he will keep us posted on his progress.

Antony would also like to see a work plan to be put in place; Barry will draw up a draft plan and circulate to the committee members to see which group they would like to work with.

#### **Any other business**

The next AWC PG network meeting will be at the Soroptomist's Rooms on 14<sup>th</sup> April at 6.30pm for 7.00pm Pam Essler and Helen Farmer will outline the Transformation and Sustainability plan which has been drawn up in line with the NHS 5-year strategy on which member's feedback is requested. Enid Feather lead person on the AWC CCG's Self Care programme will give an update on this work. All are welcome to attend.

Next PPG meeting Wednesday 20<sup>th</sup> April 2016.