

DYNELEY HOUSE PATIENT PARTICIPATION GROUP

Notes of the Open Meeting held on Wednesday 29 April 2016 at 6.30 pm in the Dyneley House Barn

Present: Barry Rogers (Chair), Barbara Pavilionis, (Vice-Chair), Kath Beer, Peter Bell, Hazel Bullock, Brian Harrison, Sid Pavilionis, Clare Shepherd, Jeff Thorogood

In attendance: Antony Radley - Practice Business Manager, Dr Sally Churcher

Apologies: Judith Benjamin Val Payne, Kathleen Sutton and Emma Taylor

Welcome: Barry welcomed everyone and gave a brief update on current group membership. He said members had been sad to learn Diana Adams, a strong supporter of the Group, had died earlier in the year. In addition, two other members, Jane Crossley and Duncan Johnstone, had indicated they wished to remain in contact with the Group but did not wish to attend meetings. The two younger people who had shown an interest, Tom Huxley and Alistair , had not been in touch recently and it was likely they were busy with their studies.

1. **Notes of the meeting held on 16 March, 2016** (previously circulated) were agreed as a correct record.
2. **Practice Report:** this had been circulated prior to the meeting and paper copies were available at the meeting. The following items were noted:
 - Dyneley Barn Improvements – these were completed on 8 April providing updated facilities and increasing the number of consultant/treatment rooms. Members agreed it was all looking very smart.
 - Patient Events – Multiple Sclerosis Education Event 26 April 6.00 to 7.30 pm
Diabetes Peer Support Group 18 May 6.00 to 7.30 pm
Stroke Peer Support Group 26 May 2.00 to 3.00 pm
 - Dementia Awareness Week 15 to 21 May – The practice is working with local organisations to establish a ‘Local Dementia Awareness Group’. The steering group was drafting an action plan to help make people more aware of people living with dementia. Barry and Antony had prepared a press release and national Dementia Awareness Week leaflets were available.
 - PPG Awareness Week/Carers’ Week 6 to 10 June – It was proposed to hold ‘coffee morning’ and ‘afternoon tea’ sessions on the Wednesday of PPG Awareness Week to publicise what the PPG does and provide information on the practice support groups, other health promotion work and an opportunity for some other local organisations to attend. In addition, the stroke group may be holding a joint event with Carers’ Resource. All members were invited to become involved in any of the PPG Awareness Week activities.
3. **Patient Feedback:** members were given the opportunity to comment on any recent experiences at the practice.

A comment was raised on the procedures and letters for asthma checks. Dr Checker said the practice had acknowledged this process should be improved and a whole practice discussion had been held and changes recommended.

It was noted use of 'on-line access to records' was increasing. The Group had received a request to complete a short survey about this from the National Association of Patient Participation (NAPP). Barry took this opportunity to put the questions to the group and completed the survey on the spot.

4. **Patient Survey 2016:** this had been underway since 4 April and was due to cease at the end of the week. Antony said the aim was to gather in excess of 100 completed surveys. The following comments and suggestions from members were noted:

Peter remarked that the final questionnaire had not been circulated to members of the Group for comment.

Jeff was dismayed that a similar methodology to previous years had been adopted and would prefer to see a few shorter, more focussed surveys carried out throughout the year.

Kath suggested preparing a short questionnaire to send to newly registered patients, after two or three months, to gain feedback on their experience and if this could have been improved.

Hazel said asking patients to complete questionnaires during the flu campaign had been very successful. It was noted, however, these were to gather updates of personal information from patients to assist their care and communications.

5. **Update on Support Groups and Health Campaign Programme:** The future dates for meetings of the diabetes support group and stroke group and names of guest speakers had been agreed and the programmes would be circulated separately. Barry had been liaising with a member of a similar stroke group in Ilkley and they were thinking about organising a future joint social event.
6. **Feedback from Airedale, Wharfedale and Craven PPG Network:** Barry had attended the recent meeting, where Enid Feather from the AWC Commissioning Group, had given a presentation on 'New Models of Care and the Self-Care and Prevention Programme'. This was a major CCG initiative and they were keen to gain some involvement from PPG members. The network members attending had agreed to meet separately to discuss how they could contribute to this work and feedback to the next Network meeting.
7. **Any other business:** Barry said his note to members about contributing to the sub-groups had met with little response. Although, the support groups and health promotion work was going well, the 'health pledges' campaign was going to be kick started again and Kath and Antony were due to meet to discuss developing the reference group.
8. **Dates of future meetings:**

25 May – changed from 18 May

12 June – open meeting to complement activities during PPG Awareness Week

13 July – moved forward from 20 July

14 September – moved forward from 21 September