

**CHURCH VIEW SURGERY PATIENT PARTICIPATION GROUP**  
**MINUTES OF COMMITTEE MEETING**  
HELD AT CHURCH VIEW SURGERY, COLLINGHAM,  
ON WEDNESDAY 19<sup>th</sup> FEBRUARY 2020

Present: Steven Wood (SAW), Diane Gibbins (DG), Mary Rycroft (MR), Lavinia Royles (LR), John Groves (JG), Alan Haigh (AH), with Dr. Rachel Crabbe (RC), Dr Carolyn Toogood (CT) and Jane Foster (JF) in attendance.

**1 APPOINTMENT OF CHAIRMAN**

In the absence of MW, it was agreed JF would chair the meeting. JF welcomed members and the Practice representatives to the meeting, in particular CT who was attending for the first time, and eventually replacing RC who was attending for the last time, as she is due to retire next month.

**2 APOLOGIES - Marjorie Wilson (MW)**

**3 MINUTES**

3.1 The Minutes of the meeting held on Wednesday 23<sup>rd</sup> October 2019 were approved

**4 MATTERS ARISING FROM THE MINUTES (not covered elsewhere on the Agenda)**

4.1 NHS APP (Item 4.1) –The App is now available for patients, although the Practice will continue to use System on line, so either program can be used. However some members had had difficulty downloading the App. It was noted that photo id. is required, so the App is not suitable for a patient who does not have a driving licence or a passport.

4.2 Open Meeting (Item 4.2). It was agreed to hold the meeting on Thursday 30<sup>th</sup> April, preferably at Collingham Memorial Hall. If the Hall was not available on that day, then the previous Thursday, 23<sup>rd</sup> April was the alternative, to start at 7.00 pm. If MW was not well enough to chair the meeting, then SAW would deputise.

4.3 NAPP (Item 10.3) – it was agreed to renew the Practice subscription if there was some benefit. JF would check.

4.4 LR queried who entered information on the Practice web site, as some information is out of date, i.e. opening hours. Some information is entered by the NHS – JF would check.

**5 PRACTICE (JF/RC)**

**5.1 Staffing and resources report**

(a) RC is due to retire at the end of March 2020. The Practice has recruited a new partner (Dr. Trigg). Dr Trigg is moving up from London and will start at the beginning of April. There was a good response for the vacant position.

(b) The dispensary is now back to normal after a temporary shortage of staff.

**5.2 Premises report**

(a) a redesign of the reception is being considered.

(b) The surgery and dispensary at Harewood were due to close, which may lead to an increase in work for the Practice

(c) There is a limit on the number of hours a branch can be open (before it ceases to be a branch) which would restrict the expanded use of Thorner. In addition the costs of staffing a branch office for extra hours can be disproportionate to the benefit.

(d) A patient can request up to 3 month's supply of medication, but it will be issued as 3 prescriptions. This will be publicized in the next Newsletter.

(e) LR queried whether there were enough hand sanitizers available. To promote better use of these sanitizers, it was agreed a poster with two eyes would be placed on the wall above them (AH offered to help) Whether this worked would be determined by how often the sanitizers needed to be replaced.

### 5.3 Newsletter

- (a) Dr. Hance has agreed to prepare future Newsletters
- (b) The PPG is asked to contribute material for inclusion in the Newsletter

### 5.4 Leeds Care Record

- (a) Leeds Care Record is a joined up digital care record which enables clinical and care staff to view real time health and care information across a variety of care providers, and between different systems
- (b) Access to the system is restricted according to user, so that only relevant information is accessible
- (c) In due course those with access may be extended e.g. to dentists, care homes.

## 6 ROLE OF PPG

### 6.1 According to NAPP, PPGs can fulfill a number of roles, including:

- Advising the practice on the patient perspective
- Organising health promotion events
- Communicating with the wider patient body
- Running volunteer services and support groups to meet local needs
- Carrying out research into the views of those who use the practice (and their carers)
- Influencing the practice or the wider NHS to improve commissioning
- Fundraising to improve the services provided by the practice

### 6.2 SAW asked what the PPG could do to help the Practice. RC asked what the PPG could offer.

### 6.3 One suggestion was the better use of posters (and the information screens) to promote initiatives, such as One You Leeds, which has been commissioned by Leeds City Council to provide an integrated and easy-to-access option for residents to address a range of lifestyle issues.

### 6.4 Another suggestion was to make personal contact with patients – by attending a surgery

### 6.4 It was suggested the PPG might help the Practice if there were generic issues raised in complaints from patients. Fortunately the Practice receives few complaints, and these tend to be personal to that individual.

## 7 LEEDS CLINICAL COMMISSIONING GROUP (CCG)

- (a) SAW was attending PPG Network meetings, including training sessions
- (b) Communication was a major problem for the CCG., which they hoped to resolve by establishing a new email contact group.

## 8 VIRTUAL GROUP

- (a) If the PPG is to be effective, it needs to communicate with patients of the Practice. At the moment less than 300, out of 9,500 patients, subscribe to the Virtual Group.
- (b) Various actions have been discussed, but no progress has been made
- (c) Some means of communication with patients needed to be carried out, in conjunction with other Practices within the PCN. SAW had attempted to make contact, but there had been limited response

## 9 NAPP UPDATE

- (a) It was up to members to check the NAPP Bulletins, which were issued monthly, and draw attention to relevant issues.
- (b) The NAPP Annual Conference would be held at the Queen's Hotel in Leeds, on Saturday 6<sup>th</sup> June 2020

## **10 ANY OTHER BUSINESS**

10.1 JF had received an offer from PCDC (a commercial supplier of training) to provide training for PPG members

10.2 JF will contact other Practice Managers, within the PCN, to establish whether there was demand for a joint training session

## **11 DATE AND VENUE FOR THE NEXT MEETING**

11.1 The date of the next meeting will be arranged at or before the Open Meeting.

11.2 In the meantime a meeting of members of the PPG will be arranged, without the Practice representatives, to discuss what services we might be able to offer

NOTE The Open Meeting has been confirmed for Thursday 30<sup>th</sup> April 2020, at the Collingham Memorial Hall (Green Room) to start at 7.00 pm