

## MINUTES OF SHEPLEY PPG MEETING

14-September-2015

PRESENT: Frazer, Duncan, Sue, Melanie, Frank, Charlie, Rita.

APOLOGIES: Angela, Elizabeth, Martine, David.

- The minutes of the PPG meeting on 8-June-2015 were proposed as a true record by Frazer and seconded by Duncan.
- Claire has volunteered to put up some healthy eating recipes and there is one from the diabetes association.
- It is difficult to see the noticeboard when patients are sitting directly in front of it and Frank mentioned that perhaps the DNA notices could be a little larger. Mel and Sue said they would have a look and see if it is possible to move the noticeboards or make a gap in the chairs.

**ACTION: Mel & Sue**

### ➤ CQC Visit

Mel took the opportunity to thank the members of the PPG who spoke to the CQC inspectors. It was a quite stressful day. A 1000 word essay needed to be done and a 30 minute presentation was required as well as access to all the practice policies and protocols. The inspectors spent 45 minutes with the nurse and about 1 and a quarter hours with the doctor. They spent all day with Mel (Practice Manager). They also spoke to the secretaries, receptionists and spent time in the waiting room talking with the patients. There were items that they required the practice to do in order to comply with CQC such as having notices in the toilets with the last time they were cleaned clearly stated. This process was started from 2 weeks before the visit (2 week's notice is given of their arrival) and 3 weeks afterwards staff are still working on providing all the information required. PPG members (Liz, Duncan and Frank) were asked for their experience as patients and as members of the PPG.

Mel mentioned that they needed a Legionella assessment for the shower even though the shower is run every few days anyway.

The Inspector who came mentioned that she will be the dedicated Huddersfield Inspector once all the practices (Sue said there are 39 practices) in the area have been visited.

### ➤ Recruitment to PPG

The group welcomed Charlie as a new member and introductions were made.

Sue mentioned that Chloe may join us and Rita mentioned that Fern may come to the next meeting. This will ensure we can get some input from the younger patient experience.

It was suggested that maybe a flyer could be handed out to patients regarding joining the PPG. **ACTION: Mel**

➤ Minor Illness Clinics

These clinics are underused even though the nurse running the clinics is a nurse prescriber.

Again it was suggested that this could also be mentioned in a flyer. **ACTION: Mel**

➤ Flu clinics

The Practice will be running Saturday morning Flu Clinics again this year (3<sup>rd</sup> and 31<sup>st</sup> October) as they were very popular and this would be an ideal time to hand out the flyers to patients. Perhaps the PPG could help with this.

If the clinics were split into three hourly slots that means there are 6 slots we need PPG Volunteers for. Rita volunteered to take a slot (31<sup>st</sup>) and Frazer and Duncan will get back to Mel as to whether they can spare the time to take a slot. It was felt that Claire and Angela would probably help too. Charlie volunteered his mum. **ACTION: Mel to ask Claire and Angela, Charlie to let us know re his mum and Duncan and Frazer to let Mel know. ALSO ACTION: Mel to publish Flu Clinics in the magazines**

➤ Practice Managers Report

CQC has taken up most the time in the practice recently so nothing else to report.

➤ AOB

Rita attends the Patience Reference Group Network meetings on behalf of Shepley Health Centre. If there is anything to report back Rita will pass information on to Mel or use this meeting to bring items to the notice of the members. If another member would like to attend on Shepley's behalf then Rita would stand down but will attend until then.

Breaking the Cycle week is in January and there will be a rehearsal in October. PPG members will be asked to be "mystery shoppers".

Rita ensured that the health centre had a Carer's Champion and Dementia Friends as the PRGN had requested. Sue and Mel pointed out the badges they were already wearing. There is an email forum for PRGN members and this information was passed to Mel prior to the meeting. If members have any questions they would like to be taken to the PRGN meetings or indeed to be asked via the forum then let Mel know and she will inform Rita.

Rita also mentioned HealthWatch and NHS Choices websites where it is possible to review and rate the practice, and MyHealthTools which is a self-help site run by Kirklees.

Frank showed a newspaper cutting regarding insurance requests for medical notes. Mel and Sue assured the members that the Health Centre ensures that they obtain consent from patients before any information is released.

Frank also mentioned that it would be helpful to add the date on newsletters or Practice Information given to patients so that they know if they are reading the latest information.

**ACTION: Mel**

The CQC report will be emailed to the PPG members once it has been received but this will be confidential until it is available on the website. **ACTION: Mel**

Next Meeting: Monday 18 January 2016 at 6pm