

Shepley Health Centre

Patient Reference Group Meeting

Monday 23rd September 2024 6pm

Minutes

Present: Dr Paul Culliney, Jayne Gudgeon, AH, RB, JS, AC, AT, SH

Apologies: GH

Welcome, Introductions & Apologies

Action:

JG welcome everyone to the meeting, thanked them for their attendance and gave apologies on behalf of GH and KO.

Minutes of the last Meeting

JG circulated copies of the previous minutes which were accepted as a true and fair reflection of events.

Practice Update

Staff

JG gave an update on the staffing situation at Shepley HC. Phoebe one of our long standing and much-loved receptionists has now left us to pursue a career in another field. Penny who was with us for a short time has also left us to pursue a career in a different longstanding field. We wish them both good luck. Current staff are making up some of this shortfall and we are advertising for the remaining hours. AC asked about the photo board in the waiting room. JG confirmed that now that Reception staff have their new uniforms this board would be updated. **JG**

JG also mentioned our senior partner Dr Duncan shaw has celebrated 25 years as a GP at Shepley. Congratulations to Dr Shaw.

Drop in IT clinics

The Surgery has held a series of IT drop-in clinics to help patients with problems accessing their online health record. These have proved to be a great success. We are currently offering patients support on an ad-hoc basis and may hold another clinic if demand increases.

Dementia support group

Roger Abbott, the care co-ordinator has held a dementia hub support group for patients and carers. These sessions are now coming to an end. JG to enquire if future sessions will be held. **JG**

AC pointed out that there should be more emphasis on the PRG being a group, such as running/helping out at events. JS and AT pointed out many years ago, the members ran the group and had coffee mornings etc. PC agreed that he is happy for the patient group to become more active in running the group; during covid the practice was running a reduced service. All GP practices are still recovering, and it has taken some time to go back to patient group meetings.

We believe we are now picking up speed and communicating with the local community as to what services to offer. JG has asked for volunteers for the coffee morning and flu clinics as per the last email with minutes.

There was a discussion regarding the size of the Shepley patient group. JG said that traditionally they are 10 to 15 people. AC pointed out that, according to the guidelines there wasn't a maximum number allowed. AH/RB queried if having too bigger group would add complexity. JG advised that she had recently had interest from some patients and would contact them regarding the next meeting. **JG**

AC also asked about group emails and that she would like to see more transparency, for example if one person asks a question via email all others should be included in this conversation. AC asked if the patient group could all be messaged and CC'd in. AH expressed concern regarding emails from anyone other than Shepley staff as cyber security was always a threat. JG agreed that if anyone has a subsequent question relating to patient group business she would reply to all members as a blind copy under her secure encrypted NHS.net address.

Newsletter/Magazines

JG confirmed that the autumn newsletter had now been published and is in the Surgery waiting room. JG has also sent a precis to both Shepley and Shelley Magazines. JS and AT agreed to distribute in local churches and post office (thank you ladies). JG agreed to place in co-op and library. JG is happy to produce further copies should members wish to distribute further.

GP Patient Survey

JG distributed the results of the recent national patient survey. Shepley Health Centre were well above the national average and did very well locally. AH asked why there were so few surveys sent out (251 to a patient list of 6800) and why the response had been so poor. JG/PC stated that practices have no control over how many surveys are sent out and who is sent one. RB highly praised the practice for consistently providing excellent service in all areas (thank you RB).

AH asked who governs the MAST and determines which areas it focusses on. PC replied that the MAST is guided by the ICB (formerly CCG), the local commissioning body.

AOB

No other business was raised.

Next meeting

9th December at 6pm, 2025 provisional dates so far: 24th March and 16th June