

Shepley Health Centre

Patient Reference Group Meeting

Monday 3rd June 2024 6pm

Present: Dr Paul Culliney, Deborah Melia, Jayne Gudgeon (Chair), KO, SH, JH, AH, AC, GH, RA, JS

Apologies: AW, CS, RB

1. Welcome and minutes of the last meeting

Feedback from previous minutes:

AH stated that he had sent many messages to the MAST PCN enquiring about the MAST PCN patient group, as mentioned at the last meeting (January minutes). The group had met at Shepley Health Centre on 5th April 2024. He had not received a reply or any information regarding future dates or venues. DM said she would pass on their details to the MAST PCN Lead. AC expressed frustration at lack of patient involvement with the running of the Shepley Patient Reference Group. She understood that these groups were often chaired/run by patients themselves. DM/JG explained that the patient group was still recovering from the aftereffects of the pandemic; several previous members, one of which was the Chair had stepped down, there had also been staff changes including within the management team at the health centre. We are still very much building the group back up. PC/DM/JG were happy for patients to be more involved with the group including chair/minuting etc and look forward to working together on projects.

AC also pointed out that information which detailed the various additional roles within the MAST PCN that was to be distributed as an action from previous meetings had not been actioned. AC also mentioned that the current newsletter was out of date and asked when the next one would be. She also produced a local article from a local village magazine and indicated that something like this would reach those who don't get to surgery or have no internet. DM/JG to chase. AC happy to help with any of these.

DM distributed a document detailing the additional roles staff which work within our PCN. The Additional Roles Reimbursement Scheme entitles PCNs to access funding to support the provision of clinical services to support general practice. AC pointed out that these fantastic services should be better promoted so patients are better informed and can understand the changes in general practice.

2. Practice update

DM gave a staff update. We have had the following new staff members: Lisa is our new healthcare assistant, Dr Abdelhady – our GP Registrar has extended his time with us, he is under the supervision of Dr Shaw. Leigh who is a current member of our secretarial team is now trained in taking bloods. Roger Abbott has recently joined the Kirklees Health and Wellbeing service as a care co-ordinator.

AC asked about covid texts and why the Shepley pharmacy were administering vaccinations well before the Surgery were sending messages to patients. DM replied that Pharmacies were getting deliveries earlier than GP surgeries this season; GP surgeries were not told until much later when they would receive the vaccine and more importantly how many we would be allocated.

AH spoke about problems with confidentiality in the Pharmacy. DM stated that although they were a separate entity to Shepley Health Centre, his comments would be passed on and it was also advised that they should contact the Pharmacy directly with any feedback or concerns.

3. Guest Speaker: Roger Abbott Kirklees Care Co-ordinator

Roger Abbott, Kirklees Care Co-ordinator gave a overview on the services that he and the Kirklees Personalised Care service provide.

- He works with older people with frailties.
- He can also work with carers/spouses to understand their position and support them in various activities, such as obtaining assessments to enhance daily living and signpost to community services that could offer further help.
- One of his main focus points was to reduce isolation and gain insight to the 'what matters to me' aspect of patients' lives.
- Identify touchpoints on activities of daily living.
- He accepts referrals through anyone at the GP surgery.
- An initial phone call will be made (usually a Friday) before a home visit is arranged.

4. PRG Open Forum

AC asked about confidentiality and why PPG members had to sign an agreement and could they discuss matters from the patient group outside of the meeting. JG advised that this is a standard agreement that all PPG's have and any information shared elsewhere should be agreed first.

SH asked about the podiatry service that used to be at Shepley. PC advised that there is very little service now, podiatry is only offered in specialist cases at other clinics (such as Princess Royal).

AC advised that we need to further advertise services available at the Surgery. DM confirmed that the Surgery has recently created own Facebook page, it is hoped that we can provide more information about services and upcoming events. JG will be

producing the next newsletter shortly. It was suggested that these could be distributed elsewhere for those that do not visit the Surgery regularly (such as the Library, Co-op etc).

- 5. Future Meetings: 23rd September 2024, 16th December 2024, 17th March 2025, 21st July 2025**