

Manor Medical Practice – Patient Participation Group (PPG)
Minutes of meeting held 19/7/17.

Present: Rafiq (Chair); Dale (Vice-chair); Madeline; Jamshad; Ian (Minutes); Karen; Ann; Alison; Barbara; Wendy; Caroline & Carol (Manor Medical Practice). Also in attendance Helen Hughes from “Altogether Better”.

Apologies: Dr Ali; Jenny; David; Richard.

Minutes of last meeting: Agreed.

Barbara said that she had not been informed of the date of the last meeting. It was **AGREED** that the current membership list be given to Ian to update.

Altogether Better:

Helen Hughes gave an interesting introduction to this NHS scheme. It is a method of working collaboratively within GP Practices. Helen’s work is to facilitate the recruitment of “*Practice Health Champions*” (Champions) and to support them once they are in place. Champions are volunteers drawn from the patients on an individual Practice’s list.

The idea is that Champions work alongside Practice Teams to provide a “*better offer for patients*”. It is recognised nationally as a model of good practice and where the scheme is in place there is evidence of an improvement in the social and emotional well-being of patients. Helen is hoping to establish the system in 10 GP Practices across Bradford, although currently she is finding it difficult to recruit volunteers.

What do Champions do?

It can be different in each Practice. There are 100’s nationally from London to the North East. They can become involved in any aspect of service delivery that is seen as necessary e.g. encouraging the use of electronic check-in at the surgery; the use of web-based services; help with awareness-raising of new ways of working with in the Practice. The Champions need knowledge of the local area and community based resources available to support specific conditions outside the GP Practice i.e. Diabetic Support.

Some become involved in the arrangement or delivery of for example coffee mornings/healthy eating groups/art groups; or a myriad of other initiatives that they have a passion for that could involve other patients who may be lonely or in need of support. They can help to divert a patient away from using valuable GP time towards a more appropriate, supportive provision if that is the main patient need.

Discussion points:

- The view is that a PPG is more strategic whereas Champions are more ‘hands on’;
- Champions are found by invitation from the Practice through:
 - Posters in the waiting area or
 - Direct approach via text/letter/email.
- The scheme needs to be sustainable;
- Patients are linked to Champions via the GP or receptionist;
- Altogether Better can work with GPs to find the Champions and develop the relationships;
- Although we’ve tried in the past to develop specific groups it has not happened – Altogether Better can help it happen;

- **What is the time commitment?**
 - As much as the volunteer wishes to give.
- **What support do Champions have?**
 - Altogether Better is there;
 - The Practice Manager;
 - Regular meetings are often held in the Practice;
 - Local networks of Champions have been established in other areas.
- **Is there any training for Champions?**
 - Each person brings their own experience, skills and talent but there are workshops available which cover areas such as:
 - The basics of the NHS – why it is where it is/where it is going
 - Personal safety and boundaries – such as never working alone; never giving a personal opinion etc. etc.
- The number of Champions is not dependent on the size of the GP Practice nor is there a restriction on cross-practice working;
- The Practice receives no extra funding to support the extra work but may well see a reduction in the pressure on reception staff or GPs.
- The average time scale from invitation to a training workshop is between 4 and 6 weeks.

It was felt by the Group that we need to make a start at Manor Medical Practice. If it could be established at Allerton it could be rolled out easily to Gurlington.

AGREED that a SMS be sent to all patients to gauge support. Helen was thanked for her presentation and time and she left the meeting.

Matters arising from last meeting:

1. Electronic prescriptions: the in-house pharmacist is now in post but is currently waiting for access codes to allow him to send scripts electronically.
2. The toilets at Gurlington are now fixed.
3. The Chair informed the meeting that Mohammed Nazir who was reported as having resigned from the group at the last meeting has, sadly, passed away recently.

Other business/information:

1. Membership of PPG.

There are 22 names on the current membership list although a significant number do not attend meetings or are involved in any other way. It was **AGREED** that everyone on the list should be written to and asked about their continued interest. Ian will facilitate this.

2. Total Triage.

Discussions have taken place over the months regarding this.

The appointment system for Monday, Tuesday, Wednesday and Friday will continue as now. If a patient needs an appointment the same day they will be triaged by phone and if necessary will receive an appointment that day.

From Wednesday 2nd August and for a TRIAL period there will be open access on a Wednesday between 9.00 and 10.30am. All the Partners are in Gurlington surgery on a Wednesday morning and a patient who needs to see a doctor can just turn up and

wait their turn. On arrival they will be asked to complete a 'condition' slip and will be seen for that condition ONLY. The GP will not discuss anything else at that time.

3. **The number of failed appointments** has still not been reduced nor is the Practice coping with the demand, despite new ways of working.
4. **The locum:** Dr Hustler has moved on from Manor Medical Practice.

Date of Next Meeting:

Committee members were asked to note the next meeting will be held on WEDNESDAY 20th September 2017 @ 1.00pm Giringlinton Road.

NB Alison gave her apologies in advance.

Signed: Rafiq Sehgal (Chair) PPG

Date: _____

Minutes prepared by Ian Price. 25/7/17.