

**KING CROSS PRACTICE – PATIENT PARTICIPATION GROUP (PPG)
Notes 28 March 2019**

In Attendance:

[REDACTED]

[REDACTED]

[REDACTED]

Practice Staff: Heather Simpson, Practice Manager

Apologies: [REDACTED]

NOTES FROM 24 January 2019 MEETING

The notes of the 24 January 2019 meeting were approved for accuracy. [REDACTED] clarified that she had thanked local businesses for their contributions to our fundraising activities. This gesture was received favourably.

CALDERDALE HEALTH FORUM

1. PPG Survey Results

Heather shared the findings of the survey results, noting that the findings were in line with the practice's PPG. [REDACTED] added that he felt we were more developed and proactive than most who attend the Health Forum. It was noted that the March Health Forum meeting would explore its future and "identify an approach that would support the new direction of travel to locality working".

2. 19 March 2019 Meeting Feedback

[REDACTED] fed back to members as the minutes of the meeting had not yet been produced. He advised that the CCG lead had left the organisation. Attendees has been made aware of the National Association for Patient Participation (NAPP) which cost £40 per annum to join however benefits of being a member were not clear. More information can be found at <https://www.napp.org.uk/>

A long discussion took place around the future of the Health Forum, reflecting on its establishment and purpose. Members felt that having sight of Terms of Reference (ToR) for the Forum would be helpful. If these were not in existence then developing ToR should be suggested.

The next meeting would be held on 11 June and members were encouraged to attend.

CQC INSPECTION REPORT – 6 February 2019

Members had read the report and noted the "Good" rating. Members expressed disappointment at the rating as they felt that the practice was outstanding in many areas.

AIMS AND OBJECTIVES FOR 2019

Ideas from members included fundraising for other charities than Overgate Hospice. To help decide which charities, members wished to know the kinds of conditions registered patients had so that agreed charities were more relevant.

ACTION: Heather to share disease prevalence to the May meeting.

Discussions led onto prevention promotion in the waiting room and whether Practice Champions should be explored. [REDACTED] offered to be a Champion for Cancer. [REDACTED] highlighted that there were other groups available in the localities/Calderdale that could support patients and questioned if there was a need to have Practice Champions if patients were signposted to this specialist support. For instance Calderdale Carers was available to support carers. Members wondered whether there should be a link in the practice to help signpost patients appropriately?

Heather played a video by Altogether Better – Collaborative Practice which showed a practice who ran a Wednesday Walk and a sing-along café for patients.

[REDACTED] and [REDACTED] had experience of the Staying Well service which offered such events. It was agreed that it would be helpful to know what services were offered.

ACTION: Heather would invite Staying Well to the May meeting.

Staying Well and Better Living had been in the practice the previous week to promote their services. This was the start of what was hoped to be a regular presence in the practice.

Overall members felt that the topic was too large to spend any more of the meeting discussing it. It was agreed that with the exception of checking the minutes for accuracy, May's meeting would be devoted to agreeing a plan.

Due to time constraints members did not discuss "looking out for my neighbours" promotion or the "15 Steps Challenge".

ACTION: May's agenda to be devoted to this discussion to agree next steps and objectives.

FRIENDS AND FAMILY TEST RESPONSES (January & February 2019)

Heather shared the statistics for the two months which confirmed that 93.9% of patients would recommend the surgery to their friends or family. Verbatim comments were also reviewed and members reflected that they were good and mainly constructive comments. Members mirrored these positive results with their own experience. Heather reiterated that the comments were circulated within the practice team and had a positive effect.

"YOUR SPACE" (HEALTH FORUM AGENDA ITEMS IDEAS)

Members felt that this has been covered in the Calderdale Health Forum section of the meeting.

ANY OTHER BUSINESS

No items were raised under this section of the agenda.

DATE AND TIME OF NEXT MEETING

The next meeting would be held on Thursday 23 May 2019 at 6.30pm.