

## KING CROSS PRACTICE – PATIENT PARTICIPATION GROUP (PPG)

Notes 30 January 2020

### In Attendance:

[REDACTED] [REDACTED] [REDACTED]

**Practice Staff:** Heather Simpson, Practice Manager

### Apologies:

[REDACTED]

### NOTES FROM 28 NOVEMBER 2019 MEETING

The notes of the 28 November 2019 meeting were approved for accuracy.

### 15 STEPS CHALLENGE

A meeting would be held with [REDACTED] on 19 February to discuss the “Challenge”. Heather was happy for the visit to be unannounced following this meeting so that a true feel for the practice was taken.

It was hoped that feedback would be given at the March meeting.

**ACTION:** Heather to add “15 Steps Challenge” to the March agenda.

### CALDERDALE HEALTH FORUM

The minutes from the 17 December meeting had been shared with the agenda papers with the next meeting on 17 March noted.

Members present had not been in attendance at the Forum so it was difficult to fully discuss the points highlighted on the minutes. Heather queried what sort of training for reception staff on mental health awareness as well as which cohort of MMR uptake as there were 3 (babies, 10-11yrs and 16+). The coding of patient transport requirements and promotion of services was agreed to be contentious due to potential abuse of the system. Heather reassured members that transport was booked on a case by case basis to meet the needs of the patient which may change.

Heather provided an update in the closure of the APMS practices (Meadow Dale at Sowerby Bridge and Park & Calder). The Calder element of the latter would remain open for 2 more years – this practice was based at Todmorden however the Park element, at Horne Street, would still close. The practice had worked with the CCG and neighbouring practices and would not be allocated any patients from the closures. Patients still had the choice to register here however these would only be taken if they lived within the traditional practice boundaries.

Heather also expanded on the changes to practices in the neighbourhood. Spring Hall Medical Practice had merged with Queens Road and Southowram practices. These were now branch sites under the new practice name of Spring Hall Group Practice. The Boulevard had also merged with Horne Street and would be known as The Boulevard Group Practice. Heather reassured members that King Cross Practice was not affected by this.

## **TERMS OF REFERENCE (ToR) REVIEW**

The ToR were reviewed and updated to reflect changes. Due to Heather's difficulty in attending later meetings, it was agreed that all meetings would start at 4pm until 5.30pm. A copy of the draft ToR would be circulated with these minutes for approval at the March meeting.

## **PRIMARY CARE NETWORK-WIDE PPG**

As PCNs were becoming more established, Heather explained that discussions had taken place to form a PCN-wide PPG that would meet twice a year. The idea behind this was for patients of each of the 8 practices (7 when Park Practice closed) to meet and discuss areas of good care and experiences so all practices could improve. It was also hoped that by using alternative forums, for instance online technology, younger patients would be attracted to the PCN-wide PPG as these were currently unrepresented on many PPGs in the PCN.

Once established the PCN-wide PPG could help to share the message from the PCN around collaborative working to improve services offered to patients around Central Halifax.

Due to small number of attendees at the meeting, members are asked to consider becoming a member of this new PPG and express an interest at the next meeting.

**ACTION:** All members to consider representing the practice at the PCN-wide PPG & advise at the March meeting. If unable to attend, please inform Heather directly.

## **FRIENDS AND FAMILY TEST: NOVEMBER - DECEMBER 2019**

Heather shared the statistics for the 2 months which confirmed that 96.9% of patients would recommend the surgery to their friends or family. Verbatim comments were also reviewed and members reflected that they were mainly good and 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)**

No items were raised under this agenda item.

## **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 26 March 2020 at 4pm.