

**Minutes of the Holmcroft Patient Participation Group Committee Meeting
held
6pm Tuesday 10th December 2019**

Present: Norman Cobon (NC), Geoff Robson (GR), Leela Gadsby (LG),
Bridget Stokell (BS), Anne Jones (AJ), Bob Shepherd (BS).

1. Apologies:

Apologies were received from Celia Johnson, Liz Sullivan, Margaret Burns, and, Irene Draper (ID)

Following discussion of an e-mail from Kamil Sterniczuk (KS) to NC, it was agreed that it would be appropriate for KS to resign and apply to re-join later if his commitments allowed. NC to advise KS accordingly.

Action: Norman Cobon

2. Minutes of Meeting held 8th October 2019.

The minutes of the meeting held 8th October were confirmed as a true and accurate record of that meeting.

3. Matters Arising from Meeting held 8th October 2019.

- Clinicians Website Update

It was confirmed that ID's problems had been resolved.

- Social Media and Member Recruitment

NC to speak with Abi re the possibility of picking this up.

Action: Norman Cobon

- It was agreed that any other actions had been completed or were to be covered by agenda items.

4. Primary Care Strategy Agreement

Document forwarded to the CCG on behalf of the HPPG by the Chair and awaiting feedback.

There was discussion re alignment of PPG's best practice and CCG strategy. Agreement was reached that there is not a one size fits all

Do the clinicians want anything more from us? Further discussion in the future about how we might have more interaction with the surgery.

5. District PPG Feedback

It was agreed that the bullet point messages document from the District PPG meeting held 27th November '19 distributed in the meeting pack was self-explanatory. Further discussion took place with comments / actions as follows:

NC to provide further detail on Stakeholder engagement

Missed appointments – should we take the more positive approach and thank those who do turn up? Can you cancel on line? BS to advise.

Action: Bridget Stokell

Medicine optimisation – 35 conditions covered where patients can ask for drugs (low risk) – some people are not treating this in the right way and this might cost the NHS.

One Health & Care – NC to obtain electronic copy of leaflet and distribute to members.

Action: Norman Cobon

6. Surgery Update

AJ advised of the following:

- Telephone System Issues

Complaints reducing but LG has had bad experience with system in a loop. AJ feels this is down to the number of people calling and answering the phones. The situation is being monitored. Dr Hannigan's voice to be added to the message

- Flu Clinics

Outstanding people requiring the jab now being undertaken. Overall, figures are down but this may be due to people having the jab at their pharmacy.

- CQC Phone Call

- No further contact has been made to date.

- Staffing

Nurse Practitioner Amy has tendered her resignation and an advert has been placed for a new one.

Business Admin Apprentice is going to be recruited in the New Year

- Current Research Projects

- Caring for Children with Coughs and advice for their treatment (CHICO)

This study will commence early in 2020

- Complaints

None recorded.

- Others:

Waiting sign broken but moved to try and reduce problems with draught through door.

New chairs on order.

Early next year the Samaritans are to provide an awareness session in the foyer during surgery hours.

7. Patient Experiences

None recorded.

8. Any Other Business

NC to forward link on JDR to AJ.

Action: Norman Cobon

9. Date of next meeting

The next meeting will take place 6pm Tuesday 11th February 2020.