**Minutes of the PPG Meeting held on Monday 17th December @ Wrose.**

**Patients ; 11 patients** Mrs MS, Mr DF, Mr MH, Mrs BC, Mr GS, Mrs KS, Mrs MM, Mrs PL, Mr NL, Mr MB, Mrs MB

**Review of Previous Minutes:** RT had a refresh of the previous meetings minutes. We discussed flu clinics, the vaccination shortage; palliative team came to the meeting, sms messages, on-line gp services & extended access. *\* the previous PPG minutes are not usually printed off however this was suggested for future*

**Physio – Shaun Mcgrath:** Shaun had come at the request of the patient group and the sub-committee meeting. He discussed the importance of exercise, posture and moving on the body, and how this promoted health and longevity. He discussed the physio services offered by the practice, and how these worked.

Shaun’s main message to the group was that **exercise “of any kind” is** **recommended for all -** especially those experiencing pain such as arthritis – this is because activity makes both the body and mind improve. Poor mobility is best treated with exercise, as this increases the muscle tone and confidence. Shaun’s service is in the process of setting up a website – hopefully to go live in Jan/Feb 2019 and this will have loads of information for patients to access.

**Patient Group Sub Committee –** Three patient group members have formed a sub group to consider if the patient group could evolve beyond its current format. They discussed the idea of self-management, however, after consideration they decided this was unrealistic at this point in time. The sub group agreed to meet between each regular meeting to set some agenda items. They also thought it was important to keep and up to date list of telephone numbers of people attending. They discussed possibility of patients using the suggestion box for agenda items. The patient sub group is keen to attract new permanent members and looked out how to this could be achieved. The group reviewed newsletter and discussed how this could be circulated on a wider scale \* Rachel will ensure the newsletter is included in the meeting packs henceforth . They also asked for a regular format for the meetings. **Next meeting 18th February @ 3.00pm.**



**DNA’S –** Mr Shores asked the surgery to provide him with information regarding the DNA rates (did not attend) to see if there was any action the patient group could take to reduce the number for the practices Access Plan 2019. The first thing was to put up a permanent poster in the Waiting Roon that could be altered each month with the number of DNA’s on it. Mr Shores reviewed the figures, and had drafted a letter that could be sent to patients. RT explained that the figures were never black & white, and often DNA’s could be children or patients attending late, as well as dementia patients. One of the first jobs the patient group ever tackled was the DNA policy. RT thanked Mr Shores for his hard work and would show his letter to the GP’s. The group thought it could be useful to look more deeply in to who dna’d, why they dna’d etc.

Action *– A poster for each branch highlighting the problem of missed appointments ( with a changeable slot to put figures each month) to be made by the practice.*

**Format of the Meeting**: As previously highlighted the group had asked for more structure – see sub-group minutes. RT will incorporate this. Heating/Fans – we are awaiting landlord permission.

**Practice News:** The 2 new doctors ( DR M Broderick and Dr E Kent) are settling in well.

The Voluntary Care Sector have offered to come to Wrose on the 3rd Thursday of every month to hold a stall to promote all the local activities and groups in the area. This information is on the website and in the practice newsletter. If patient group members want to come and help they are more than welcome.

**Festive closing times - The practice will be closed on Tuesday 25th & Weds 26th December 2018 and 1st January 2019. Whilst the surgery is closed patients should contact NHS111**

**Patient Time:**

**Suggestion Box:** We had previously had one from a patient about the scroll around, with incorrect punctuation, spelling etc. RT has contacted he lady and will endeavour to be more careful to make sure that everything is correct. Mr Haque asked about bus timetables, JA said she had done this, but he felt there was more to do. The last was about rudeness of a Rockwell receptionist. RT has spoken to the patient and this matter has been resolved satisfactorily.

**New Members** – Patient group wondered why we never managed to keep new members, often only coming once. Discussed - We have tried everything but people have really busy lives and often just cannot commit their time.

**Future Speakers –** A suggestion of someone to talk about sleep. AG said nearest sleep clinic was Leeds so unlikely. The group could look up ‘sleep hygiene’. We could look at getting an ‘expert patient’ in who could talk about their NHS journey.

**Dementia Friendly** – The dementia society has contacted Rachel with view to setting up a local **Memory Tree Group** in Wrose ( similar to the one in Idle run by Elizabeth Milwain) , at the moment looking for a site may be something we could get involved in. Dr Gavin said that she signposts lots of patients ( and their partners) to memory tree and rates this group as one of the best in the area.

**Hospital Letters** – Q: How long does it take for a hospital letter to reach the surgery? Dr Gavin said that this really does vary on the type of letter, A/E attendances and hospital discharges are quite quick – often the next day. When you look at clinic letters they can take much longer as have to go the secretaries to type up.

**Communication** – The group were interested on how the surgery staff communicated with each other. We use many ways, the weekly GP meeting, tasks, email, telephone & over a cup of coffee.

**Advert** – We have chosen a different way to advertise our reception vacancies. We have put it up in the surgery and one of the staff has posted on Facebook. It is really expensive to advertise in the T&A, and often we receive totally inappropriate people applying.

**Other** – RT has included some information today on the Bradford wide patient group, all their meeting dates, and some information on some Apps been approved by the NHS. The two at the moment are ORCHA & Evergreen.

**NEXT MEETING – MONDAY 25TH MARCH 2019 @ ROCKWELL and all is welcome.**

**If you have agenda items for discussion please let Rachel know.**