

Low Moor Medical Practice

Meeting of the Practice Patient Participation Group

Tuesday 9th October 2018 at 10.30am

1. Members present: Bernard White (BW) (Chair), Pat Sagar (PS), Norman Settle (NS), Jean Wainman (JW), Christopher Wainman (CW), Maureen Rowland (MVR) (Practice), Alex Avis (AA) (Practice),

2. Apologies: Derek Butterfield (DB), David Robinson (DR), Audrey Robinson (AR),

3. Minutes of the Previous Meeting:

The minutes of the previous meeting were circulated during the meeting and were accepted as a correct record of the meeting.

4. Matters Arising from the Minutes:

a. Care Navigation. There is just one member of the practice team to have their Care Navigation training. However, the implementation date has been put back by one week to the 22nd October 2018. The advertising material for this has still to arrive.

b. Social Media. The practice is not yet on Facebook, but this should be up and running by the beginning of November 2018. A craft and Coffee morning had been posted on Facebook and had 18 people turn up for the event.

c. Breathe Easy Group. Progression with this project is slow, with BW enrolled on a Health and Social Care course, and is using the Breathe Easy as part of his project work. Whether or not groups are allowed to run is fully dependent upon the reaction of the CCG. However, although this is supported by the British Lung Foundation, they are asking for an integrated group as an NHS service, not as a voluntary sector organisation.

5. Practice Managers Report.

a. The flu clinic on 1st October was as successful as could be with current stock limitations for the Trivalent vaccine, which is used for the Over 65's. The flu vaccine supply was discussed at length and the way forward for coming clinics. Thanks were expressed for help by the PPG members at the clinic on the 1st.

b. Staffing. The practice has recruited an additional 2 new receptionists which should allow the practice to combat any staffing issues. One recruit is fully care navigation trained and will be the lead for this aspect of receptions work.

c. New telephone system. The new system should be installed in November. The system is cloud based which allows us to have more information on the system. Call queuing goes up to 100 rather than the current 3 and the practice is looking that this should give a better quality of service to the patients.

d. Information System in the waiting room. The current info board is dead, however there are costing arguments with the landlords for the installation of the new one.

e. Refurbishment. The practice refurbishment is nearing completion, with just some carpet and wall protectors to be put in place. In addition the floors need sealing, but the completion date is looking to be 16th October 2018.

Low Moor Medical Practice

AA left the meeting as he had another appointment.

6. Health Champions

The group are trying to asset up Craft and Coffee mornings at venues away from the practice. The Harold Club had offered space but is no longer available. The Sedburgh Community Centre have offered that if the Health Champions do the crafts, they will provide the coffee. This is offered on an initial FoC basis but if folks want to make a donation this will be very gratefully accepted.

The Sedburgh Centre has a depressing entrance but is fine once inside and has assorted available facilities that the team can key into.

The first session there had 18 people came for crafts, 10 for computer basics, with a good spread of ages and not all comers were from Low Moor Practice. The Coffee and Craft session is now a weekly event each Monday from 10.30am-12 noon. The centre manager has suggested a Christmas craft sale of the things that are being made at these sessions.

BW is advertising the Practice Wednesday Coffee mornings and The Low Moor Strollers at these sessions on a biweekly alternating rota.

7. Primary Care 8 (Community Priorities 8). (Self Care Champions)

The CCG have split Bradford into 8 groups of 8 practices. We are with Sunnybank, Willows, Thornton & Denholme, Wibsey and Queensbury and Cowgill. The practices are appointment Self Care Champions including Nicola Sadler from Low Moor. The aim is to promote self-care and trying to get folks signposted to alternative outside agencies and organisations e.g. Hale project, to try to free up GP time and appointments. NB this is NOT for the self-care champions to do the 1-2-1 work. This is for the team to make recommendations. They will be supporting 54K patients. Currently both Nicola and Chloe from Sunnybank are receptionists, and are doing half a day a week on this project.

8. AOB.

a. McMillan Coffee Morning. This event raised £154 for this worthwhile charity.

b. Wednesday Coffee Mornings The next special event will be Halloween. In addition there will be a Christmas event and the group are planning to serve soup through the winter. It is good to note the coffee morning becoming a social event with people coming just for coffee and natter, not just as they attend for health care appointments.

9. Next meeting. Tuesday 8th January 2019 at 10.30 am.

Low Moor Medical Practice

Appendix A

Low Moor Medical Practice