

Low Moor Medical Practice

Annual General Meeting of the Practice Patient Participation Group

Tuesday 10th July 2018 at 10.30am

- 1. Members present:** Bernard White (BW) (Chair), Bev Monkman (BM), Pat Sagar (PS), Jean Wainman (JW), Christopher Wainman (CW), Maureen Rowland (MVR) (Practice), Derek Butterfield (DBu), Alex Avis (AA) (Practice).
- 2. Apologies:** David Robinson (DR), Audrey Robinson (AR), Norman Settle (NS), David Broadbent (DBr)
- 3. Election of Chairman.** **BW** is willing to continue in the role of chairman for the next year but as he is looking to relocate in 2020 is unwilling to continue past that point,
- 4. Matters Arising.** None.

Quarterly Meeting of the Patient Participation Group.

- 1. Practice Open Day.** The Open day, held between 10.00am and 4.00pm on Saturday 23rd June was a day of mixed blessings. 6 stall holders had a presence in the building on the day, with 4 stands being manned by volunteers of the organisation or PPG members. Attendance was poor, however, each attendee that needed information or help received it. By that measure, the event had some success. The group agreed that the event was worth revisiting, either by taking a stall at a local garden party or school fayre or by planning the event at the practice with a much longer lead time. There was some criticism by members of the PPG that the advertising had been poor. This was taken on board, but highlighted that an advert had been placed in the Wyke Awake local free press, leaflets had been distributed with every letter that left the practice and that the information was on both the practice website and mentioned on Prescription counterfoils.
BM presented a report from the health champions on their input into the open day and reported back that the practice is willing to pay for an advertising banner for next year.
- 2. "Care Navigation".** **AA** reported that from September 2018 all Bradford practices would be rolling out a new signposting service, 'The Wakefield Project', in which patients would be signposted to best provider for their needs, not just offered a doctor's appointment. This has been trialled across the patch and found to be a beneficial service. Receptionists will be trained in signposting before it is fully rolled out in each practice. The senior partner will record the answerphone message explaining that the patient would be asked for detail of their problem and would then be signposted in the right direction.
- 3. Health Champions.** From September, the PHC's are looking to introduce a social event for Arts and Crafts on a regular basis. This would be based locally (in the bowling club room at the Harold Club, which **BW** has secured for PPG use on a regular basis), and run on a model similar to one successfully held by the Wibsey Salvation Army team. This would only be open to Low Moor patients
- 4. Social Media.** **CW** is happy to support the setting up and on-going running of a practice Facebook page. This will be information out only. **CW** will require admin assistance which **MVR** offered from the practice team.
- 5. Practice Managers Report.** There is a new initiative across Bradford for coming together with like-minded practices to provide holistic care across the patch. Low Moor is matched with 5 other practices and is known as Community 8. This uses social services groups such as the Hale Project, in an attempt to make things more efficient for the patients as well as the practice. **AA** has met

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with the chair of 3 PPG's to try and get a leadership team together for community gatherings. The Community 8 groups practices pool 54,000 patients between them.

- 6. Breathe Easy Group.** **BW** reported that he is working with **Dr Katherine Hickman** on the setting up of this group as there is substantial legal obligation that has to be met when run by the PPG. He has had contact from a retired hospital governor who is looking for a specific role within the PPG, and it is felt this chair of the Breather Easy group would be a suitable position for her to take up.

The first level of groups for this venture is a monthly support group for asthma and COPD sufferers. The second group is an exercise group for post-operative patients leaving secondary care. Currently the only other place running this group in Bradford is in Undercliffe. The British Lung Foundation used to offer training for such group leaders but they have now run out of funding. **BW** continues to seek out a trainer for this item.

- 7. AOB.** There were no other items of business

- 8. Next meeting. Tuesday 9th October 2018 at 10.30 am.**

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Appendix A

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