

**ADDINGHAM MEDICAL CENTRE,
151A MAIN STREET,
ADDINGHAM,
LS29 0LZ.**

PATIENTS PARTICIPATION GROUP.

The Minutes of the last meeting held on Monday August 15th, 2022.

Present:-Carole Armitage (Vice Chairperson), Ann Bacon, James Bloomer, Alan Davies, Barbara Haigh (Secretary/Treasurer), Margaret Norris (Chairperson), Rachael Sharples, Carole Sloan, Vicki Wells, Shirley Twigg, Dorothy Wilkinson.
Dr A Bearpark,
Lisa Jones-Tinsley (Practice Manager).

Apologies: -Chris Acomb, Emma Roberts.

Apologies were given before the meeting from Sophie Phillips. However not seen until the meeting had ended.

Social Prescriber Samantha Loft.

Samantha is at the Surgery on Wednesday afternoons. A Social Prescriber is a non-clinical role, to help patients improve their health and well -being by connecting them with services available in the community.

The Surgery have had this service since 2018, however many patients are unaware of the help and advice available. It was suggested that during the vaccination clinics held on Fridays, Samantha together with a PPG volunteer member have a desk in the reception area. Samantha has leaflets available and can answer any general questions. Volunteer PPG members would be on a rota basis. Samantha was asked about any leaflets on the Menopause, this however is something she is not involved with but will make sure leaflets are available.

Minutes of the last meeting.

All members agreed the Minutes from the last meeting, Monday April 11th, 2022, were a true record.

Matters arising.

Margaret thanked everyone involved with the last event. The speaker was excellent with very good communicational skills, the evening was well attended.

Surgery up-date.

Flu and Covid vaccinations will be done together wherever possible, clinics will be on Fridays. Starting with the over 75s, then 65s and over, ending with the over 50 age group. However, the Flu vaccination as usual is for anyone over the age of 50. The time scale is a little uncertain at present could possibly be the second week in October depending on the delivery of the vaccines. It can be confusing to patients because all pharmacies have their deliveries in September.

Practice Nurse Marielle Saxby has joined the team and replaces Caroline Gallagher.
Midwife Clinics are now held in the Surgery Thursday and Friday every week

From July 2022, CCGs (Clinical Commissioning Groups) have been replaced in England by I.C.S. (Integrated Care System) which is a statutory partnership of organisations who plan, buy, and provide health and care services in their geographical area. This includes, Bradford District including Craven, Calderdale, Kirklees, Leeds, and Wakefield. The organisations involved include NHS, local

authorities, voluntary and Charity groups and independent care providers. More information can be found on the Surgery website.

Patients Survey.

Answers very similar to our last survey in 2018, the majority of the comments were complimentary. Some patients were not aware of the extended access. This access is designed for patients who through commitments at work etc. are unable to attend the surgery during normal hours. The appointments are pre bookable through Addingham Surgery, patients then go to Springs Lane Medical Centre Monday to Friday. Saturday and Sunday to Silsden and Steeton Medical Practice. This service is not for patients who need to seek medical help and advice out of hours, they should contact NHS 111.

Unfortunately, some patients will book, but seem reluctant to travel to Ilkley, this can cause problems.

About 150 – 160 survey questionnaires were returned, the full results can be viewed on the surgery website.

Self-referral service.

Social media – is this something we should be involved in. Lisa has delt with this before and explained, first someone needs to take overall charge and you could receive a very large number of emails just in one day alone. The surgery website has all the information patients need.

Appointments system.

A member of the group has received complaints, from patients about the telephone consultation system. They had no problem with the telephone consultation, it was however sometimes having to wait in all day, could an appointment time be given. Lisa explained this is not possible because of the doctor's work schedule, as he could be called out to an emergency etc. Patients can give their mobile number, when a doctor calls back first he will always ask the patient if it is convenient to talk. If not, he will call back.

Treasurer's report.

The hire of the Memorial Hall for the last event was £69.00. Total in the Skipton Building Society £401.73. An application has been submitted to Addingham Platinum Jubilee Worthy Causes for a possible grant. Cerin Rees has not yet submitted his fee for the last event, Rachael to investigate.

WACA (Wharfedale Airedale& Craven Alliance). update.

Prostate Cancer Screening has been postponed however the message is if you have any symptoms, then contact your surgery.

Ideas to improve Extended Access were discussed at present not enough awareness of the service. More advertising on what services are available, rather than waiting for a GP to give out the information.

Some surgeries are finding it difficult to recruit patients for Face-to-Face groups.

Once again Rachael found that the needs of the groups attending the meeting are very diverse. The next meeting will be 5th October 2pm-3pm via zoom, Rachael stated any member of our group can join the meeting.

Any other business.

A question was made – could we have information about the PPG in the next Village Newsletter, this goes to every household. However, do we want to advertise the PPG at present as we have no vacancies? Although the services available at the surgery can be viewed on the website, it was thought these services could be in the article, to include WACA and maybe results of the survey.

There will probably be a charge, it was agreed that Rachael and Vicki to work on this project and liaise with Lisa, for possibly the April Village Newsletter edition.

Lisa reported that there are several patients on the waiting list for the Face-to-Face Group, who had been on for some time. It was decided with all members agreeing, to change the membership total from 15 to 18. The Constitution will be amended to include this, also we need to decide where a member is absent from two meetings without any previous apology, the action taken. This will be ratified at the AGM in January.

Margaret reminded the meeting she will be resigning as Chairperson at the AGM, members were asked if anyone is interested in this position please mention before January. Carole (Armitage) as Vice Chairperson stated because she is often away on holiday, she is unable to move to chairperson.

Date of the next meeting.

MONDAY OCTOBER 24th @6pm.