**Dr Moss & Partners**

**Minutes of the PPG meeting held on 20 February 2020**

**at St Robert’s Centre, Harrogate**

**In attendance:**  Philippa Bogle (Chair), Nicola Good, Helen Meechan, Steve Chapman, Freda Roach, Dr Viv Poskitt, James Sharratt (Practice Business Manager)

ITEMS

**1. Welcome**

Philippa Bogle opened the meeting at 6.35 and welcomed everyone.

**2. Apologies**

Apologies were received from Mike Harris, Claire Saunders, Malcolm Bottomley, Sherlita Gilliland and Tricia Smith

**3/4. Minutes of the last meeting – matters arising**

Notice board outside room 8/9 - Mike Harris was to liaise with Practice to determine if this can be brought back into use. Dr Poskitt confirmed that it could be used.

Freda Roach had previously agreed to organise volunteer work, last year, and confirmed she would be happy to volunteer to regularly visit the Practice to maintain and renew notices on boards.

**ACTION:** Claire Saunders to contact Freda.

A new Velcro fixing tape has been identified for sale in Harrogate and will be used for notice board displays in future.

**ACTION:** Mike Harris to organise.

Tricia Smith has been successful in contacting the Youth Forum and will now determine how we may use their skills.

**ACTION:** Philippa Bogle to contact Tricia Smith to identify next steps.

Volunteer working by PPG members in the Practice: a lot of discussion took place regarding how this might best come about. It was agreed that, generally, the PPG has not been able to encourage individuals to put forward ideas; nor does it have a large band of members who feel able to be pro-active, although there has been long-held recognition that there is plenty of scope for the PPG to do this.

**ACTION:** Philippa Bogle to liaise with Mike Harris to identify a solution to generate volunteer tasks, with commitment from PPG individuals..

James Sharratt said that getting patients to consent for e-mail/mobile contact was key to the Practice and that volunteers for this was a priority. This will help the practice to make best use of the new online consultation services that will soon be launched as well as help them streamline patient contact as they work towards achieving the practices QOF Targets (Quality Outcomes Framework).

**ACTION:** Philippa Bogle and Fred Roach to plan dates with Claire Saunders for volunteer slots for this.

Claire Saunders had undertaken to issue a copy of a patient survey that had been issued by Andrew King, comparing recent Practice performance results. ACTION: Philippa Bogle to liaise with Claire Saunders, for an update.

Mike Harris had undertaken to prepare a SMS message to encourage patients to link on to the web page for information regarding the PCN and the PPG. This work is instrumental in developing a virtual group. However, Mike Harris had reported that a trial draft message had not been successful**.**

**ACTION:** Mike Harris to develop and test, further.

Script on prescriptions forms, informing patients of the PPG, had been discussed at the last meeting and Claire Saunders had undertaken to investigate the possibilities of setting this up, with Mike Harris developing a suitable text. Dr Poskitt queried whether this was already done within the Practice and discussion took place about the benefits of this. Dr Poskitt further recommended that this was done over a one month’s trial period and then evaluated.

**ACTION:** Mike Harris and Claire Saunders to liaise on setting up the trial.

There being no further matters arising to discuss, the Minutes were duly approved.

**5. Practice Update**

James Sharratt gave a number of updates, as follows: -

The Practice has received information regarding a PPG members training session, covering various best practise themes. All attendees considered this of interest.

**ACTION:** James Sharratt to confirm details of venue, cost, and dates to Philippa Bogle, as soon as possible.

Staff: Kim, the Nurse Manager will be leaving at the end of June due to relocation by her husband. This post is being advertised via NHS Jobs and the Indeed jobs site.

An Urgent Care Practitioner (UCP) is being recruited. This is a new role and will take the place of GPs making house calls. A First Contact Physiotherapist (FCP) is also being recruited. The UCP is a practice funded role whilst the FCP is part of the new PCN funded roles.

A Health Care Assistant is now back from maternity leave and another is being recruited.

A few new full-time Receptionists have been recruited at Kings Road, one of them being a young man, Lewis.

Care Navigation will increasingly be an important part of a receptionist’s job. Care Navigation describes how the receptionist needs to understand the patients’ needs and the direct them to the clinician that will be best placed to help them. In order for the reception team to become more proficient in Care Navigation there will be some training arranged which will involve several other practices in the Harrogate area. The Practice is keen to put as many staff through this training as possible. The adoption of Care Navigation will also result in some of the telephone based reception staff being moved in the GPs Common Room, with more privacy. This will enable them to have more in depth patient conversations.

Two new on-line systems will be introduced to the Practice, both being funded by the CCG. E-Consult is a 24-hour online consultation service. GP Connect is service that links the practice to the NHS 111 service which will enable 111 call handlers to book Dr Moss patients directly into appointments at the practice.

Dr Leach will cease as a full-time GP on 31 March but will change to working within the Practice one day a week. Dr Bray will retire on 8 May. It was suggested that a card from the PPG be organised for Dr Bray before this date.

**ACTION:** Philippa Bogle to organise.

**6. Project Updates**

Philippa Bogle confirmed that only one person had volunteered to be involved in any of the projects that had been worked on over the last year, which was disappointing. She further emphasised that a lot of work and effort had been made by PPG members and it would be a tragedy if all the second stage work was not taken forward**.**

**ACTION:** Philippa Bogle to liaise with Mike Harris to identify a solution.

Tricia Smith (an ex-Head of a Wakefield School) and PPG member had volunteered to visit schools in the Harrogate area, to encourage help with various IT support in the Practice.

**ACTION:** Philippa Bogle to liaise with Tricia Smith to plan this activity, which will extend the work with the Youth Forum.

Philippa Bogle confirmed that consideration was being given to some PR activities to promote the PPG, the Heart of Harrogate Group, and the PCN. She also confirmed that Paul Mancey had put together a Group Communications Strategy, which involved use of Stray FM. Although the PCN are not ready to issue any press releases, it was thought that Dr Moss and Partners PPG could make use of this method to promote more membership and inform of step changes being made in the Practice.

Dr Poskitt recommended that a better avenue would be through the Harrogate Advertiser, which would afford a potentially bigger audience and improved duration of the message.

**ACTION:**  Dr Poskitt to bring this to the attention of other GPs in the Practice and feed back their comments.

**ACTION**: Philippa Bogle to contact The Advertiser for a general discussion about the idea of a core press release.

**7. Virtual Group Progress**

Philippa Bogle confirmed that this is an on-going project, led by Mike Harris. To date, we have a number of interested people, who would like to belong to this type of group.

**ACTION:** Mike Harristo work on a suitable text to send and confirm that Claire Saunders will send this out, for the Practice.

**8. Update on PCN**

Apart from the recruitment activity previously mentioned under Matters Arising, there was no specific update to share. James Sharratt commented that ‘Resilience’ was currently a core piece of work for the PCN, which the PPG could support in the future.

**9. Update HoH**

The second HoH meeting had been held in January, for which Minutes were taken. No specific update was available since that time, although discussion took place regarding the growing realisation that there was a need to communicate across the group outside of formal meetings, to generate mutual benefits.

**ACTION:** Philippa Bogle and Mike Harris to set up cross-group informal get-togethers.

**10. What we have learnt from other PPGs**

General discussion took place. Steve Chapman commented that it seemed that Dr Moss and Partners had a much more mature and active PPG than the other HoH Practices. Philippa Bogle commented that what we had learned was that there was certainly interest in the other Practices developing their PPGs and that there had so far been some useful sharing of processes, such as survey methods, that had benefitted all. It was agreed that this should be a regular item for communication.

**11. Creating Simple Targets to help the Practice**

It was agreed that this should be carried forward to the next meeting and an allotted time should be given to working groups to source specific, practical ideas, which could then be managed and monitored.

Dr Poskitt suggested that there was a wealth of on-line information from NAPP and other sites that could inform both patients and the PPG. It was also suggested this could form the basis of a volunteer communication task within the Practice, by the PPG. Both Nicola Good and Philippa Bogle confirmed they would be interested in helping to do this.

**ACTION:** Dr Poskitt to identify links to useful sites and forward to Philippa Bogle for circulation.

**ACTION:** Philippa Bogle to contact Nicola Good for further discussion.

**12. AOB**

Philippa Bogle commented that an advertisement in the Harrogate Advertiser gave details of a meeting on 5 March at St Paul’s, between 1.30 and 3.30, where Community Health Services for those aged 50 plus would be discussed.

Freda Roach suggested that she was aware that many patients may be confused or wary in having new prescriptions that were another brand name, from that which they were used to. General discussion took place as to how information could be improved at point of appointment and prescription. This is to be further discussed at the next meeting.

There being no further issues to discuss, the meeting closed at 8.10 pm.

The next PPG meeting will be on 19 May.

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