**Patient Participation Group**

**Meeting**

**Monday 7th Oct 2013, Park Road Surgery**

Present: JD, CD, JA, JL-B, JL, DW, DS, AB, JG

FP, CH. IT

Apologies: PW, RH

**Minutes of last** **meeting** – Available on practice internet site. No issues raised.

**News** -

* Carol Holdsworth attended her first meeting as Patient group administrator.
* Practice Nurse, Sr Meakin has left the practice.
* 2 receptionists have been employed since last meeting. Jessica, working pm at Park Road and Julia, working pm Buttershaw Lane.

**Flu Clinics** – Flu clinics have now started. They will take place each Saturday in October. It was agreed at the last meeting that the PPG would run an information stand promoting the local ‘Choose Well’ scheme. This scheme is intended to take pressure of A&E depts. over the winter. This year’s programme is not yet designed. The CCG were unable to provide any information so we will not be able to run the information desk this year.

Miss B and Mrs G attended the first flu clinic. Miss B provided refreshments to the attending pts and staff. Mrs G encouraged pts to complete the annual questionnaire. The practice are very grateful for their continued support. Miss B and Mrs G will attend the next clinic. Mrs JA will attend the third and Miss B the last.

Flu targets this year are >65s = 75%, 6m-<65 at risk 75%.

A new cohort has been added. Children 2-3 yo have been invited for Fluenz . This is a nasally administered Flu vaccine. This cohort will probably be increased to all pts under 18yo for future campaigns.

Learning difficulty annual reviews have been moved in line with flu season to ensure those pts needing vaccination have early access. The practice questionnaire will also be made available at these sessions.

Pregnant women. The most difficult cohort of patients to vaccinate against flu are pregnant ladies. It was suggested that they could be invited to a coffee morning to make it a social event. Health Visitors could also attend to help the pts understand what they can expect from the HVs etc.

**Annual Questionnaire** - Prior to Flu clinic starting CH contacted members of the Patient Group asking about subjects for new questions for the questionnaire. The agreed new questions are:

1. How satisfied are you with new arrangements for annual review and helping you self manage your vascular long term illness?
2. How happy would you be to access routine and urgent GP and practice nurse services from a group of identified local practices working together (if you were unable to get a similar appointment at Parklands)?

The previous patient group questions relating to access were also kept on the questionnaire**.** The questionnaires were made available to all pts attending the first flu clinic on Sat 5th Oct. Mrs G was particularly helpful in translating the questionnaire for several non English speaking pts. Larger size questionnaires were available to pts who needed them (per suggestion from DS).

Approximately 80 questionnaires were filled in at the first clinic.

DS suggested the practice contact Bradford Talking Media who may be able to provide an audio version of the questionnaire, possibly in multiple languages.

**Patient Group Clusters** – AB thanked Carol H for providing information packs to the group. AB provided feedback from the patient network meetings that she has been attending on behalf of Parkland’s patients. Disappointingly it seems that AB is the only representative from South Bradford practices. A planned meeting for 18th Sept was cancelled as only AB confirmed attendance.

IT will raise the lack of interest at Monthly practice managers meeting.

Issues relating to patient network meetings appear to be similar throughout the different CCG areas:

* Frequency of meetings
* Timing of meetings
* Car parking/proximity to public transport etc.

The steering group are keen to use a virtual model for information sharing using Google+.

The meetings seem to be poorly marketed.

DS suggested using Healthwatch to promote, particularly to engage patients in South Bradford.

The practice thanked AB/JG for representing Parklands at these events.

**AOB**

There will be a staff meeting on 25th October – Briefing re CCGs. The practice will consider inviting Healthwatch.

**Date of next meeting**: Monday 6th January 2014, 6pm Buttershaw Lane.