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**Patient Participation Group (PPG) Minutes**  
**Meeting Date: Tuesday 10<sup>th</sup> September 2019, The Robert Centre**

Present:

Philippa Bogle	PB Chair
Mike Harris	MH Vice Chair
Freda Roach	FR
Elaine Flanagan	EF
Mick Leach	ML
James Sharratt	JS
Kate Benito	KB
Helen Meechan	HM
Claire Saunders	CS - Minutes

Apologies

Ben Millar  
James Norman  
Viv Poskitt  
Justin Parks  
Trish Smith  
Chris and Sherlita Gilliland

**1. Welcome and Apologies**

Following welcome and apologies by PB and CS we looked at the minutes from the previous meeting which were agreed by the members present.

**2. Points from the last meeting**

- Pharmacy auto-ordering prescriptions – ML stressed that this is not a nationwide initiative nor a practice decision but that Harrogate Rural District Clinical Commissioning Group (HARDCCG) introduced this initiative as a way to reduce medicines waste.
- James Sharratt JS, Business Manager joined the practice in August and introduced himself to the group
- EF/FR to be volunteer coordinators
- Living well – ongoing

### **3. Practice Update**

- ML advised that JS is new in the role and whilst he is on a steep learning curve to get to grips with general practice and the NHS he has got off to a great start!
- Staffing - ML and CS advised that we have 2 new receptionists who have recently joined the team and another starting shortly.

We discussed how difficult the role is and how reception staff often have to deal with aggressive and unpleasant behaviour. Members of the group discussed this and in particular the practice zero tolerance policy and it was suggested that a link to this could be added to the home page of the practice website.

Positive feedback during group discussion about Dr Poskitt's telephone message.

ML and CS advised Jean Croft has retired and Kim Cullen is now Nurse Manager. Laura Thwaites (HCA) is returning in February from maternity leave on a part-time basis. The Practice has reduced nursing capacity at present and the partners are looking at skill mix in the clinical team as a whole in order to ensure that we recruit staff at the right level.

Dr Leach and Dr Bray retiring next year. The partners are speaking to existing salaried GPs with regards to partnership if they would be interested.

As part of the skillmix assessment it may be that Drs are not automatically replaced with Drs and it may be we recruit other health care professionals instead such as Advanced Nurse Practitioners, Nurse Prescribers, Physicians Associates, etc.

- Flu clinics – the dates for the flu clinics to be added to the practice website. CS to email the group members to see if anyone would like to volunteer to assist. This is a good opportunity for the group to speak to patients and would be useful to have materials available for the group. In the past PPG members have helped to encourage SMS consent and online access and this is really helpful to the practice. This discussion relates to item 4 on the agenda.

### **3. PPG Volunteers**

- Following on from the discussion above we discussed preparing some display boards for PPG information to be used as a visual aid for when volunteers come into the practice as a focal point
- We also looked at personalising the NAPP leaflet that MH suggested (copy attached) – EF offered to update this

- We discussed ways to encourage younger people to join the PPG – in particular those who have skills in social media and IT who could be a real asset to the group. PB suggested that we may be able to find volunteers through the HDH Youth Forum. EF offered to speak to them
- MH suggested we prepare a document with information about the PPG and provided a draft version from the NAPP
- EF and FR volunteer coordinators- CS said that she will ask volunteers to contact her for flu clinics as these will be here soon but going forwards volunteers to be coordinated by EF and FR and practice to liaise with EF and FR.

#### **4. NAPP and PCNs (Primary Care Networks)**

MH delivered a Powerpoint presentation to the group, a copy of which is attached. The PPG have joined NAPP - MH has facilitated this as wants to see development in the group, and to be a functional useful group that works with the practice to encourage communication, promote good health, influence decisions about healthcare provision and to respond to and generate patient feedback.

We discussed the formation of PCNs as a whole and our newly formed PCN “Heart of Harrogate Primary Care Network” which consists of Dr Moss and Partners, Leeds Road Practice, Church Avenue Surgery and Kingswood Medical Centre.

#### **Actions:**

- CS to add link to the zero tolerance policy on the website
- CS to email requesting PPG volunteers to attend the Saturday flu clinics
- EF to liaise with CS regarding updating the PPG leaflet
- EF to speak to HDH Youth Forum
- CS to invite members of the other “Heart of Harrogate” PPG’s to attend next meeting

**Next Meeting – Wednesday 30<sup>th</sup> October, 2019, The Robert Centre 18:30-20:30**  
**(tea and coffee served from 18:15)**