

Killinghall Medical Centre  
43 Ripon Road  
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### **Dr Moss and Partners Patient Participation Group**

### **Minutes of Meeting held on Wednesday 9<sup>th</sup> January 2019** **St Roberts Centre, Harrogate**

#### **Present:**

Dr Leach	ML
Claire Saunders	CS
Sister Jean Croft	JC
Philippa Bogle	PB Chair
Sue Rees	SR
Robin Tipler	RT
Tricia Smith	TS
Freda Roach	FR
Rita Lister	RL
Elaine Flanagan	EF
Steve Chapman	SC
Malcolm Bottomley	MB
Hazel Mitford	HM
Mike Harris	MH Minute taker

Living Well	LW visitors
Poppy Charters	PC Speaker
Leanne Charnley	
Mel Dewart Bott	

#### **Apologies:**

Justin Park, Janet Baird, John Harrison, Chris Gilliland, Sherlita Gilliland & James Springell.

Meeting opened at 6.25p.m.

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### **Item 1 - Welcome and Apologies**

PB welcomed everyone to the meeting especially the Living Well visitors.  
Apologies read – as issued.

### **Item 2 - Presentation from Living Well**

PC gave a full and informative presentation of the work undertaken by Living Well in that it is an early intervention group that offers support to those over 18+. The hope is to reduce costs to the NHS at a later stage if the correct support is identified and given. The group work with a wide range of partners giving a holistic approach to their Client's.

CS advised that she has electronic literature from LW and would circulate these in the near future to members of the PPG. **Action CS**

PC continued by showing videos of actual working situations and then PC took questions.

Attendee	Question	Answer
TS	Minimum age	PC advised that it was 18+
SR	What partners did the LW team work with?	PC advised NYCC, CCG and others but less response from rural areas at present. Integrate with Social Services with physio, health teams
SR	How does the team engage with Client?	PC advised via direct support
SR	How are outcomes measured?	PC advised use of RAM web score at start and end of support
SR	Coverage of group's area of work	PC advised all of North Yorkshire
PB	Who does the training?	PC advised in-house training from HBC and others
PB	Biggest challenge currently	PC advised benefits and Universal Credit
RT	Who can give leads to the Group?	PC advised that Client needs to give consent and this is normally via the professional/partner body

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TS	Would Group withdraw if no apparent change/improvement?	PC advised yes but only after consultation with Client
TS	Is the Group's work supervised?	PC advised yes by NYCC
CS	Would the Group revisit the Practice as it is 12 months since their visit?	PC advised this would be great and yes they would like to visit again. ML added that this would be of benefit to all and he looked forward to this happening CS agreed to undertake this soonest and send an invite to LW <b>Action CS</b>

PB thanked Living Well for their interesting and informative presentation.  
Living Well group left the meeting.

HM left the meeting as arranged with Chair. PB thanked her for her attendance.

### **Item 3 - Actions from previous meeting**

Strategy working groups report.

Priority 1 - EF not had any formal meeting as yet but would report back to the next meeting, these are hoped to be undertaken in the coming weeks.

Priority 2 - PB explained that Paul Mancey is not a member of the PPG but MH is working alongside and would report. MH advised that a meeting had taken place with the Practice to understand the diversity of the Practice's patients and a limited number of groups had been identified. Paul Mancey had advised and outlined possible approaches that the Practice may like to follow in the initial work with these Groups. Work was ongoing to see if we could identify those groups of patients the Practice has that would benefit by being represented at the PPG. This is ongoing.

Priority 3 - PB and TS had presented questions back to the Practice and ML responded. It had been proposed by the PPG that a member of the PPG could attend the Management meetings of the Practice. This had been discussed by the Management

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team and it was agreed that this could be of value to all but on a quarterly basis rather than monthly. This was seen as a very positive step by the management team and arrangements will be made to put this into practice. **Action CS**

ML identified that the PPG may be helpful by exploring what external networks are ongoing in the external sector of voluntary, local, council, NHS and identify and advise the management team of possible benefits for the Practice. PB supported this and asked for this to be noted and action taken. **Action PB/CS**

PB asked if there were any further questions in relation to the issued minutes. There being no further questions PB asked for a proposer and seconder to approve the minutes of the meeting held on 21<sup>st</sup> November 2018. SC confirmed and TS seconded.

#### **Item 4 - Practice update from ML**

CS advised the meeting that Don Robinson, a very supportive member of the PPG, had sadly passed. SR asked that our sympathies be conveyed to his family. **Action CS**

ML thanked the practice for the support during the flu walk-in days. Uptake was not as good as last year but this was down to external events and nothing to do with the Practice.

Over 200 SMS addresses were collected by PPG members during the event which was a good result for the Practice.

Staffing issues were covered and as there are numerous leaving and joining this has been an important issue for the Practice. External pressures that the Practice have no control over make this very difficult for all as it increases workload on those staff who are there.

No development is expected on the premise's issue for a long time as again external pressure inhibits the decision process. Local MP, Andrew Jones has accepted an invite to visit the Practice in the coming weeks.

Chris Watson, Practice Business Manager, has had numerous meetings with external bodies but with very little progress being made.

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Discussions are ongoing as how best nurses' work could be used to maximise efficiency for patients.

Reduced funding has caused numerous facilities and opportunities to be reduced by the Practice.

Various questions then followed relating to the presentation and were answered fully by ML.

#### **Item 5 - What can PPG do to support the Practice?**

PB explained the potential opportunities that could be provided by NAPP (National Association of Patient Participation) and issued paperwork to show the sort of work NAPP undertakes.

Paperwork was issued to show what could be taken from a formal link to NAPP and discussion followed on how we could best use this to the PPG benefit.

Members were asked to review the website and see if they wished to become the nominated NAPP member for the PPG.

If interested you are requested to let Rachel Campbell know before the next meeting.

#### **Action All**

To send NAPP link to Rachel for onward transmission to all PPG members. **Action MH**

PB offered to bring videos of NAPP to the next meeting for members to consider. This was agreed as a good idea so CS said she would ensure we have correct equipment to run the video. **Action PB/CS**

#### **Item 6 - PPG Skills identification - Part Two**

PB outlined the work that had been done at previous meetings in relation to the skills we had on the committee and those skills we felt we needed to support progress in the areas of our strategy we had developed. It is hoped that we can identify further shortfalls in our skills bank to enable us to look externally to see if we can bring to the

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committee those skills we need. Groups developed further ideas and these were collected at the end of the discussion by PB for further compilation and review. Look to schools to get support with IT for PPG? **Action PB, assisted by SG**

### **Item 7 - AOB**

PB - was there a need within the PPG to formalise a team to help with the organisation and running of the PPG? We should think about having a number of posts for the PPG to enable consistent and effective working. Vice Chair, Secretary, PR, PPG appointed NAPP member to name but a few.

Could all members give this some thought and maybe, before the next meeting, let Rachel know those roles that they feel could be of use to support and help run the PPG and which they feel they could do? **Action All**

PB - could a road show promote the work of the PPG and possible work with other PPGs' at events in Harrogate?

MH - could the PPG invite other PPG's in Harrogate to come to our meeting?

CS to talk with Chris Watson, Business Manager regarding names of other PPG Chair's in Harrogate. **Action CS**

CS to send name of CCG contact responsible for patient advocate training to TS. **Action CS**

Next meeting agreed Wednesday 27<sup>th</sup> February 2019.

Meeting closed 8:35 p.m.