



Minutes from the second Benfield Valley Healthcare Hub Participation Group meeting, held on 8 November 2018 from 10:00 at the County Clinic

Attended by: Bunty, Lyn, Mary, Keith, Nagi and Katie (minutes).

1. Welcome and introductions

The attendees introduced themselves.

2. Feedback from the 25 August Hangleton Fun Day and 50+ Steering Group

Bunty and Katie confirmed they had found attending both events useful, and the public had engaged well with their stands (although they had not received a high number of visitors). Katie noted she was having difficulty finding people interested in joining the Group.

3. Updates from the Surgery

Katie reported several members of administrative staff, including Gemma and Kerry (the Practice Manager) had recently handed in their notice. New members of staff have joined the Practice, including two new members of the Pharmacy team.

4. Advertising the PPG

The Group agreed to update the dedicated Participation Group page on the BVHH website and add the meeting minutes, so people can see what the Group does.

Action: Katie to upload minutes to the BVHH website, and add email address for people to provide feedback about the Practice to be discussed at meetings even if they can't attend.

Actions:

- **Katie to attend 21 November Health Forum to advertise the Participation Group**
- **Katie to create an advert for the Participation Group (and share with Group for feedback) to go out via the Hangleton and Knoll Project's Facebook page, and possibly in the Hangleton Harbinger and Knoll Scroll**
- **Katie to make a Facebook page and Twitter account for BVHH Participation Group**
- **Katie to design a Participation Group logo to be used on website, notice board, and suggestion boxes in the waiting rooms.**

It was agreed that Mary would be the Group's representative at the city-wide Patient Participation Group (PPG) meetings, and Katie would be the Practice contact.

5. Local issues and ideas to improve the Practice

The Group discussed concerns about the recent spate of pharmacy-focused fliers being leaflet-dropped around the local area, which had been designed to look as if they were being advocated by the local Practices.

Action: Katie to find a way to flag to BVHH patients that the recently distributed Pharmacy leaflets are not being issued by the Practice (e.g. adding a slide on the TV/posters in the waiting rooms)

Action: Katie and Mary to review BVHH website together.

Action: Katie to add a slide about Men In Sheds to the BVHH waiting room TV

Action: Katie to talk to the Practice about how to explain better to patients that Receptionists have been trained to ask questions to provide them with the most suitable kind of support (e.g. pharmacy) - maybe by recording this on the phone message while people are waiting to talk to someone?

Action: Katie to create a flier advertising proactive self-referrals and share with the Group for review.

Action: Katie to ask Practice to confirm catchment area map for the website.

Action: Katie to talk to the Practice about how we make sure the Extended Hours Service is advertised properly to utilise appointments

6. The next PPG meeting

The Group agreed to meet again at the end of January 2019, and advertise this date within the communications inviting people to join the Participation Group.

Action: Katie to share possible dates for the next meeting in late January 2019.

It was agreed that the next meeting agenda would include:

- Introducing any new members to what the Participation Group will be doing
- Planning another party for early 2019.
- Exploring holding a meeting amongst the local Practices' PPGs to discuss what we are working on and share learning. **Action: Katie to talk to Jo Martindale about the Hangleton and Knoll Project hosting a cross-PPG meeting.**
- Discussing how to improve continuity of care for patients and GPs - such as introducing optional "one page profiles" for our patients to tell us a bit about themselves to help the doctors to get to know them.
- Creating a Participation Group noticeboard at each Practice site, to advertise things including: the Participation Group (and how to join), opportunities for proactive self-referrals, One Page Profiles etc.
- Future ideas/projects, such as a "first aid for Mums" course in partnership with local children's centres and/or the Hangleton and Knoll Project.