

Minutes of The Ridings Medical Group, Patients Participation Group Meeting

Held on 24 April 2024 18:30

Venue: Hessle

Item No.	Agenda Item
1.	In Attendance/Members introduction: Chrisy Yates (Chair), Dr Jo Walters, Rebecca Rowe, Michelle Bell, Josh Allen (Vice Chair), Shane Mullen, Lugithan Sivalingham(Lugi), Celia Richards, Richard Holvey, Colleen Gill, Mike Barnett (arrived at 7.40pm), Sue Hirschfeld (Secretary) In Attendance George Hinson, Social Prescriber
2.	Apologies Received: Pauline Kermode, Richard Marsden, Sandra Norrie. Dr Tabitha Tinker Resignation: Amanda Mackenzie. It was noted that a member from one, or both, of the rural surgeries is now required.
3.	Loneliness Project: In attendance George Hinson, Social Prescriber: George Hinson introduced himself to members and briefly described his role within the Surgery, including helping patients to access local Groups and support services where required. The Chair provided a brief description of the discussions, at the last Interim Meeting, regarding a Loneliness Project. It had been agreed that the PPG should find ways to help the Ridings in supporting patients with non-clinical social, emotional and other needs. This could include signposting patients to local support groups and appropriate services to help them with their wellbeing. This would cover all surgeries, acknowledging that each area is different. Isolation and loneliness underpin a lot of the work of Social Prescribers, in the rural villages in particular, which have more elderly patients and transport problems. Patients can get up to an half an hour appointment with a Social Prescriber after an initial phone contact to assess their needs. The Social Prescribers stay in contact where necessary and particularly with those who have more complex needs. An example of services they can refer patients too is the Red Cross who can accompany them, if support is needed, to groups within the local

	area. They do have the flexibility to visit local groups themselves to talk to them, and network with other PCN's and Social Prescribers in the area. Members of the PPG also have strong contacts within some local groups such as Welton Knit and Natter, Slimming Groups, U3A in Hessle and the Petuaria Community Cafe, in Brough. Members would be willing to actively help and welcome patients to these Groups. Discussion took place on how members of the PPG can actively help the Social Prescribers in particular. Colleen sits on the East Riding of Yorkshire Council Health and Wellbeing committee and has arranged for a leaflet regarding groups in the Brough Area to be delivered with the Your Council magazine. This idea could be expanded to include other areas that the Ridings Group covers. Brough and Elloughton have now got a new bus to help with transport, and there is a community bus service in Hessle. Discussions took place regarding consent which would be required from patients, this to be taken forward to a later meeting. George and Rebecca will discuss this and report back to the next meeting. Both the Ridings Social Prescribers are to be invited to attend the next Interim Meeting (14 May) where further discussion on how to take the Project forward will take place.
4.	Membership Applications: None pending. The Chair will be visiting South Hunsley School to talk to the pre 6th form. An advert has been placed on the Ridings Facebook page and will be going up on the Surgery screens.
5.	Approval of AGM Minutes Approved Minutes to be placed on the website.
6.	Matters Arising from previous meeting: 1. Membership diversity to be improved. This is to include but not be limited to age range, disabilities and ethnic background where possible. Discussions had taken place at Interim meetings, schools had been approached, and an advert had been placed on Facebook. Agreed; That the number of members required on the Terms of Reference be reviewed.

	2. Ratification of Terms of Reference amendments. See Agenda item 5 above. Please email any suggestions for minor amendments to the Secretary. 3. Bluestream training package. Some members have completed this or are working their way through it. Comments were made on the process and length of time it takes to complete. Members encouraged to complete the training if they wish. 4. Social Prescribers contacts and suggested presentation to the Group. See Agenda item 3 above. 5. Recruitment of sixth formers to Group. The Chair to contact South Hunsley. 6. Proposed setting up of a Facebook Group. To be discussed at a later meeting, when more members and 6th formers have been recruited. Agreed: Richard Holvey and Lugi to liaise with Josh Allen with a view to setting up a page. 7. Putting PPG minutes and Friends and Family reports on website These have been placed on the website 8. Undertaking a deeper look at the comments on the FFT to be fed back to the Ridings. See Agenda Item 11 below.
7.	Interim Meetings report: See Agenda Item 3 above.
8.	Review of Website: Mike Barnett reported on the review of the website. 10 people took part in completing questionnaires regarding aspects of the website. He emphasised the information on the website is valued by all PPG members. There had been questions regarding such matters as out of

	date information, jargon used and links not working. It was agreed that a page for New Patients was required. Everyone values the information on the website. There were a lot of questions regarding of out-of-date information, jargon, links not working. It was noted that a tab for New Patients was required Since undertaking the review, the Ridings had undertaken a lot of good work to address the questions raised. The New Patient tab and page have now been included, patients can now register online and no longer have to come into the surgery and terminology has been changed where necessary. Mike will send more information to Rebecca Agreed: Josh and Lugi will review the website, particularly with regard to the new rules on consent, confidentiality and information governance for children from the age of 13 years. Children are being contacted regarding these new rules and will have access to the NHS App from 16 years old to manage their own records.
9.	Recruitment: See Agenda Item 6 above.
10.	Report from Head of Systems and Estates: Rebecca presented her report Discussion took place regarding why the Spring covid vaccinations were not taking place at the Surgery. This was a Clinically and business informed decision. The Ridings no longer have the resources in time and expense to deliver them as the funding to do so has been drastically reduced. Volunteers to administer vaccinations were also no longer available. Vaccinations were still available through the national programme, to book online and at pharmacies. Other PCNs had taken a similar stance. Colleen Gill had been contacted by some over 75s regarding vaccination. It was confirmed that all those patients over 75 had been contacted during the winter, not all those contacted had taken up the offer. Information regarding spring vaccinations had already been put on the website and staff could advise patients how to access a vaccination. Patients on the 'housebound' list will be contacted. Only those who are permanently housebound and cannot get out at all, are placed on this list. Patient triage requests are still high at the beginning of the week, up to 600 on Mondays, with an average of 400 per day. Members are encouraged to remind Patients, where possible at groups they attend, that they do not have to contact Surgeries first thing, particularly on Mondays', if non urgent, and that they are more likely to get an appointment if they wait till later in the week. Urgent appointments still take priority.

	The PPG to discuss this further and bring any questions or suggestions back to the Staff. This could also be picked up for discussion on a new Facebook page. The amalgamation of all areas of Hessle building to be completed soon. Refurbishment of seating in Hessle reception areas to be carried out soon.
11.	Friends and Family Report: The Chair reported that 5,000 returns had been received in 3 months, although few were received from Bubwith and Holme on Spalding Moore surgeries. Those reporting the service as Very Good/Good were approximately 90% of the returns. The Chair had undertaken a deeper look at the comments included in those reports indicating the service as poor etc. PPG members had requested figure on how many patients had been seen at surgeries during this time, but it was acknowledged that this would be too difficult to provide as it is very variable due to items such as which surgery has been visited. The Chair had broken down comments into those concerning communications, IT, seeing a doctor, phlebotomy, reception, phone service, pharmacy, appointments, medical clinical and environment. It was noted that those concerning, reception, phone service and appointments have definitely improved. Only roughly 5 percent of returns contain 'poor' comments. Discussion took place regarding how the members could consider certain comments, e.g. times of phone appointments and how such appointments can take place at any time during the day, waiting times in the surgeries and how staff had dealt with them. Members could discuss this with staff if appropriate. This may be raised at future staff meetings. There are plans to refurbish South Cave, and the Ridings are in discussion with the landlord.
12.	Noticeboard: (for short topics that would be discussed at future Interim or full meetings). None.
	Meeting closed at 20.10pm