

# **Minutes of Patient Participation Group on Wednesday 12<sup>th</sup> December at 17:00**

**Apologies:** MMF, MF, MW, CA, KM

**Present:** Christine Sanderson (CS, Practice Managing Partner), Haroon Bashir (HB, Clinical Pharmacist), Michael Land (MJL, Administrator), CO'S, BO'S, BJ, WW, JM

## **Previous Minutes**

Minutes recorded as correct.

## **Practice Appointment Survey**

CS shared the results of the in-house Practice survey (attached). CS relayed her disappointment that the results of the in-house survey mostly confirmed those of the original Ipsos Mori questionnaire. However, unlike the original poll, the addition of free-text comments from patients helped to identify areas for the Practice to consider i.e., a theme of patients wanting routine appointments within 2 weeks (despite the Practice offering a sit and wait service every morning) and continuity of care. CS noted that the staff are changing the way they are offering appointments to make it clearer to patients the choice they have in what they can have.

CS confirmed the Practice will be re-running the survey again in February to see how changes reflect in patient satisfaction.

## **Primary Care Home / Volunteer Groups**

CS described there is a new initiative from Wakefield CCG for local Practices to work together with other organisations, including the voluntary sector e.g. Age UK, to bring health and social care closer together to improve patient health and wellbeing. CS asked if any of the members were aware of any volunteer groups that may like to get involved in the Primary Care Home to contact her.

## **Improving Access to Psychological Therapies**

CS explained there is a new service for mental health support coming to Normanton which patients should be able to access more easily than having to travel into Wakefield. More details will be shared when they become available.

## **Any other business**

BJ raised a concern over a rise in pollution levels across Wakefield, and especially locally, and whether this was having an impact on the Practice demand / whether it is being accounted for in future planning. CS noted it wasn't, though this may factor into plans for

the Primary Care Home as it may involve bringing Wakefield Council to the table to see how they can reduce the pollution to improve local health e.g. preventing Asthma and COPD.

**Next meeting will be held on Wednesday 6<sup>th</sup> March 2019 at 17:00**