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**Patient Participation Group**

**Note of the meeting held on 8th April 2024 at Woolpack House**

**Present**:

PPG members: Murray Rose (Chair) Kathy Gibson (Minutes), Kate Henderson-Nichol, Mike Euseden, Robin Peach

Practice: Wendy Stevens, Steff McGurk

Apologies: Ellen Murphy, June Hutt, Anna Hunter, Sally-Ann Downs, Gail Smith, Tony Cleaver, Tim Howell

**Minutes** **of** **last** **meeting**

The minutes of the January 8th meeting were accepted as an accurate record with one correction- date of the final public consultation event is April 20th

**Final** **Preparation** for **second** **public** **meeting** –

Wednesday 10th April 11am -1pm, St Aelreds Community Centre

The format used for the first meeting will be used again - including the post-it note exercise, a discussion on the access plan bulletin points, a discussion on the work of the PPG so far and a general discussion if there are enough people.

Murray, Robin, and Kathy have confirmed that they will lead the event.

Steff reported that there had been 4 responses so far from people intending to come to the event and that further text message reminders would be sent out. One participant had indicated that they would need a PA system to be used. Murray will provide the PA system. Kathy will organise refreshments.

**Health** **Inequalities**

The PPGs Veterans work has been shared at the York Place Health Inequalities meeting and positively received.

Wendy will share the Diabetes Questionnaire report at the next meeting of the York Place Health Inequalities meeting.

**UPDATES**

Website and Communication Subgroup

Robin noted that more volunteers are needed for the sub- group and that one of the participants at the first public consultation event had expressed an interest in joining it. The practice are recruiting new members for the PPG and some of these will be those who are interested in working on the website and communications.

Robin will contact the person who has expressed an interest in joining. Mike Euseden also expressed an interest in joining the group.

Carers Subgroup

Practice staff are beginning to audit numbers and to break these down into cohorts by age (young carers, teenage carers, adult carers).

The date of the next meeting of this group will be organised after Wendy has spoken to the lead member of staff at the practice and liaised with Kate.

Training date for staff on carers is to be confirmed to Kate by Wendy.

Diabetes Subgroup

Mike shared the final report to the group. The report, attached to these minutes, includes an action plan for both the practice and the PPG. The action plan was approved by the PPG. The action plan includes specific targets to improve patient satisfaction levels.

Wendy will speak to Dr Eaton, as lead clinician, to arrange a meeting to comment on the action plan and to approve the actions required of the practice.

Wendy will share report with the York Place Inequality Team.

(Following the meeting further feedback was sent to Wendy to share with Dr Eaton and has been acknowledged).

 Following a discussion about current levels of patient satisfaction levels, Wendy will share the Friends and Family results with PPG. (**Action: Wendy**)

Veterans

No. of registered veteran numbers, in Practice, has risen by 31%.  All agreed – this is a positive start and agreed that further audits would take place.

**PCN** **presentation**:

There was feedback from the local area Primary Care Network meeting held in March 2024. The meeting focused on sharing information from a range of clinical and associated teams working within the city.

Kathy and Murray attended on behalf of PPG, with Murray presenting. There was positive feedback from the audience regarding the work that PPG have been doing.

**Access** **Plan**

Wendy outlined how the plan (a summary is attached) has been created by the Practice to ensure that access changes do not worsen health inequalities. The access plan key points are being shared with the public at the consultation events.

**Recruitment**

Text message will be sent out to groups of patients with an invitation to submit notes of interest in joining PPG (**Action: Wendy, Steff**)

**Review of Dates**

Final meeting of the year rescheduled to 11th November.

**Next Steps:**

PPG Engagement events

 Wednesday 10th April 11-1, St Aelred’s Community Hall

 Saturday 20th April 10-12, York Unitarian Church

Nimbus Care to share their work at next meeting, 2nd September, 6-30pm

Meeting with staff at Woolpack House, 24th August

Diabetes, Carers, Website and Communication subgroups will all continue to meet and will report to the September meeting

Dates to come from Wendy/Steff (see above)

Meeting dates:

Meeting dates for the rest of the year are as follows, all at 5.30 – 7.00 Woolpack House

2nd September, 11th November