

**DUKINFIELD MEDICAL PRACTICE
PATIENT NETWORK GROUP MEETING HELD ON TUESDAY 18 JULY 2023
AT DUKINFIELD MEDICAL PRACTICE, CONCORD WAY, DUKINFIELD**

Present: Marion Higgins (Chairperson), Geoff Hill (Secretary), Sheila Frith (Asst Secretary), Julie Pregnall (Practice Director), Ann Wright, Dr Vernon Marshall-Coulaudon, Dawn Alston, Kath Ratcliffe, Joan Drummond.

Apologies for absence: Joyce Jones, Brian Malpas, Susan Hopkins.

Minutes of the last Meeting and Matters Arising

Minutes were approved as a correct record.

Matters Arising:

Vernon wanted a further note added to his views regarding NHS Trust membership in that it should be expanded to include other Trusts in the region. All other items were included on the agenda.

1. Update on the allotment

Brian had sent apologies for today but had updated with a written comment. He and Julie had both spoken to Graham at LEAP to confirm our interest. Julie asked for volunteers. David Frith and Brian are both interested but at the moment cannot commit the time. Julie suggested meeting monthly to start and she said she would ask Graham if he's in a position to help to get things started.

Action: Julie

2. New Patient Survey

Marion reported that information related to the patient survey is now available on the notice board. Julie said that it had been decided that the survey tool needed to be "tweaked" in order to pull out additional information. She went on to say that the recent results were very pleasing showing significant increases in patient satisfaction scores. DMP is now above both local and national averages on all but one element. A further question will determine whether patients saw their preferred GP. It was also suggested that some examples could be included with the section regarding what patients expect in order to expand the information currently collected. She did report a very slight drop in one area which is difficult to address as the comments are anonymous and therefore difficult to respond to. However, we use the Facebook page and newsletter to address general issues.

Julie also noted that the CQC inspection is due but that the Practice has not been notified of any forthcoming inspection.

Action: Julie/Marion

3. PNG Activities

Dawn reported a steady attendance at the walking group. Unfortunately, the buggy walk has not attracted the same success but she is hopeful that will be remedied in due course with further advertising in key areas, i.e. local nurseries etc., with a relaunch in September. She also reported that the walking group currently run from the Together Centre could merge with our group. Discussions to continue, and ideas for targeting advertising and marketing were useful.

Baby Bundles. The first meeting had been problematic with access to the library and Julie said that she would ensure the meeting room would be available at Concord Way should that happen again. Marion had met with the GPs who will carry out the 6-week checks and distribute the gifts on that occasion. It was agreed that Julie would keep 10 packs (5 x girl, 5 x boy) in her office and that babies born from 1st July onwards will be eligible for the gifts. Julie will also highlight this in the text regarding the next newsletter which is sent to most patients. There are plans to expand what the group produces in due course but it was acknowledged that it will take time. It was noted that all the items that were produced were very attractive and group members were thanked for their work.

Geoff reported the good news that he had just been informed that the PNG has been awarded £800 in funding for the above activities for a six-month period. It was agreed that this would be divided equally between the above two groups. It was explained that the Health Event would not receive funding as Action Together felt that the PCN was a more obvious source. Julie and Geoff will work together to take this forward.

Action: Julie/Geoff

4. Health Event Planning

Geoff reported that the booking at St Johns for 30 September had been confirmed. Both rooms would be available. All exhibitors from last year's event had agreed to participate again. BeWell also confirm they will be able to carry out different health checks than the DMP nurses, broadening the scope of checks on offer. We will be able to invite additional organisations and there was some discussion about who these might be. A further meeting of the sub-group will be arranged by Sheila.

Action: Sheila

5. QI Meeting Update

Marion reported on the meeting she attended recently on behalf of the PNG. The topics covered issues including identifying frailty along with tools by which this can be identified and monitored, monitoring cholesterol, optimising access to the GP Practice, and looking at areas of vulnerability. Julie and Marion shared some of the proactive initiatives that the Practice is developing to address these issues, and how they are working with partners in social care.

6. Newsletters

Geoff reported that a digital version is already available on the website and that paper copies are ready to be distributed. Geoff asked if anyone was willing to take over some of Brian's share and Sheila agreed. Marion also offered additional help with initial sorting when they arrive from the printer. There was a wide-ranging discussion on future topics, the merits of repeating some information, and the importance of having some clinical input was also stressed.

Action: Geoff/Sheila/Marion

7. Website Update

Geoff and Julie reported on this recent action. The home page of the website has been made more user friendly. It was suggested that information previously issued in newsletters could be revisited to coincide with the update, i.e. explanation of some symbols etc. Everyone was urged to report incidents/problems/issues that crop up in their use of the website.

8. Practice Funding and Contracts

This was deferred to the next meeting.

9. Items for Future Meetings

Julie said that she felt that it was a good time to reflect on plans that had been in place before covid lockdown and restrictions, one of which was to invite guest speakers to discuss appropriate topics of interest to the PNG. The suggestion was warmly welcomed and topics suggested. It was thought that, with agreement, the discussions could be recorded and made available on the website as they would likely be topics that would interest a wider audience. Julie will lead on this with the aim of arranging something for the October meeting.

Action: Julie

10. Date of next meetings

Tuesday, 22nd August 2023 and Tuesday 3rd October, both at 1pm at the Practice meeting room.