

Patient Network Meeting Minutes 07.02.18

Carlisle Business Centre, 1pm-3pm

Welcome and Introductions

Marilyn opened the Patient Network meeting.

Louise Keighley (Senior Commissioning Manager Bradford CCGs) and Dr Himat Thandi (GP at Horton Bank Top & Director Bradford Care Alliance) attended the Patient Network (PN) and did a short presentation on the new model of Primary Care Homes.

After the presentation the participants on their tables were asked to discuss between themselves what questions to ask Louise and Dr Thandi regarding the Primary Care Home.

Questions from tables.

Q) Will there be an increase in provision of services.

- A) Depends on need, we need to understand the demand in that local area. It may be that we need to shift staff around or buy new services.

Q) How do you want to engage people in the process?

- A) It's important that you feedback to your practice. We need to have a community footprint to understand what the community wants- we need to link in with experts in that. We are open to suggestions on how you'd like to feed in.

Q) If the new system isn't sufficient in providing that support to patients, wont they just go to A & E instead?

- A) In the vast majority of cases- A&E is the right place to be. Through extended access- there will be more appointments available- this might take demand from A&E and keep it in the community.

Q) Are the Extended Access hubs similar to these hubs?

- A) They are linked
- Audience comment) Seems to be more fragmented.

A) When it comes to delivering community care it depends on this community footprint.

Comment from audience - We are all bound by our upbringing and education which determines how we respond to this change.

ACTION: Louise Keighley to send out a review of questions raised from both the evening and day network.

ACTION: Louise to share set of outcomes

Ideal PPG

Jessica Drinkwater introduced the – Ideal PPGs agenda item. Jessica did a brief presentation and then asked participants on their tables to individually draw what they think their 'ideal PPG' would look like and then on their tables discuss their pictures and draw a joint picture of what an ideal PPG should look like, then feedback to the group.

Below are some of the suggestions:

- Variety of people with imagination and energy
- Representative group: diverse ethnically, religiously, socioeconomically, education wise etc.
- GP or Practice Manager present.
- Patients and Drs are pulling in the same direction.
- Meet monthly or twice monthly
- The PPG is involved in organising different activities such as plays, self-care week etc.
- Getting involved in the community footprint
- Knowing how money works in the practice so that they can work with the practice to set priorities.
- 'You said, we did' information.
- Fun, different mix, classes,
- PPG members to help patients in waiting rooms
- Networking with other PPGs and community groups.
- Organising coffee mornings.
- Sitting in a circle- so that there is a better chance of speaking.
- Chair and deputy needed.
- Chair should be good at facilitating.
- Steering Group-link between PPG practice
- PPG to have a GP partner, a Practice Manager and Practice Health Champion present.
- Organise speakers and events: events and training courses.
- PPG should work with other voluntary and community sector organisations.
- Young People involved social media and Instagram.

People's Board

Sam Samociuk introduced himself as one of the vice chairs on the People's Board (PB).

- Sam mentioned that they are currently looking at whether AWC want to have representation at the People's Board.
- The PB are currently looking at their relationships with the CCG, relationships between members of the PB as well as the relationship between the People's Board and the Patient Network.
- Sam mentioned that the PB are working to improve their presence on the CCG websites and on social media.