**Minutes of the Patient Participation Group Meeting**

**Kensington Partnership at Kensington Medical Centre**

**Wednesday 20 November 2019 at 10:00 am**

Patients: Salma Akhtar Marie Brennan Martin Brennan Naseem Llewellen David Llewellen

**Chair: Hazel Sutcliffe**

Staff: Basharet Ali Tracy Burton

Admin: Joanne Ward (Patient Engagement Lead)

Apologies: Dr. Bavington Wendy Heywood Eric Heywood Maria Johnston Asmaa Hans

Sabera Hafesji Tony Sedeno

1. **Welcome and Introductions**

Hazel welcomed everyone.

1. **Minutes of Previous Meeting**

No corrections.

1. **Matters arising**
2. Pharmacist’s presentation on repeat prescriptions following ongoing issues

There have been issues with patients not receiving the repeat prescriptions they have requested, ie. prescriptions arriving at different times or not at all. When questioned they don’t always get the phone calls passed on so have to ring back over and over. This is proving rather frustrating for patients.

Basharet Ali, the pharmacist, spoke to the group about repeat prescriptions. How they work and what patients should expect. There is a Repeat Prescribing Policy for anyone who would like a copy. Also, Basharet said that if anyone would like a one to one chat with him or an explanation on how the system works he would be happy to have that conversation, ring and ask to speak with him.

1. Waiting area chairs, where are we at with these ……

Four chairs with arms have been purchased and have been situated in one line in the middle of the waiting area.

1. Yorkshire Air Ambulance visits, presentation and how much was raised ….

Everyone seemed to enjoy last meeting’s Yorkshire Air Ambulance presentation and following that we had four separate stalls at each of the practices selling items and fundraising. Amounts raised as follows:

£

Kensington 47.00

Lower Grange 25.50

Mughal 12.19

Woodroyd 12.95

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97.64

1. Macmillan Coffee Events - How much did we raise?

We had three separate coffee events for McMillan Cancer Support where and the following was raised:

£

Kensington 87.55

Mughal 36.43

Woodroyd 39.61

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163.59

1. Patient Network Celebration - Report, feedback and next meeting

The Patient Network Celebration went well with lots of lovely food, chat, information and stalls around the room. There were a few words spoken from the Mayor, a comedian and other speakers.

There were only two patient members from Kensington Partnership PPG. I would hope that more members are able to attend next time.

We don’t have the dates for this year’s Patient Network meetings yet, they will be sent in due course.

1. **Practice News across all four sites**

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| a. New management team  Tracy Burton  Julie Sibari  Both Tracy and Julie have different strengths and weaknesses so  will cover different areas of management. |
| b. New receptionists  We lost four receptionists but have recruited another six.  As from w/c 18 November everyone is answering the phones so this  should have an impact. |
| c. Multilingual phone system  We are looking into a multilingual phone system so patients can hear  options in their own language. We will be trailing with Urdu, Slovac  and Polish to start. |
| d. Survey  We are running another general access survey across the sites over  the next 2 weeks to get some general feedback again and will  feedback to the PPG to decide if any action needs to be taken  dependant on the results. |
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**5** **Future shape of the PPG**

a. Morrisons Community Worker and Room - Who and Where?

The community room is situated at the back of the café. We can use this FOC for any community meetings,

events. Groups etc. we wish to run. Morrisons will provide drinks.

b. Chairobics and Knit and Natter Groups to be part of CP4 (Community Partnership 4)

To be run at Morrisons. We need to contact them to see if there are any similar groups already running.

**6 Patient Feedback**

1. Patient Satisfaction Survey November 2019
2. Friends and Family Test
3. Suggestion slips
4. Comments on NHS Choices

**7 Other business**

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| a. PPG email and phone number sharing |
| Hazel asked if she could have everyone’s phone numbers and email  address or future contact  b. Community Room Visit  We didn’t have time to have a Morrisons Community room visit but  maybe next time. |
| c. New proposed time    Due to a couple of patients unable to attend meetings in the  mornings, it was agreed that the day time meetings will be held at  2:00 pm instead of 10:00 am. |
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**8** **Date and time for next meeting**

The next meeting will be on **Wednesday 29 January at 2:00 pm**