**Leeds City Medical Practice and Parkside Surgery**

**Notes from Patient Participation Group meeting held 2nd March 2017**

**Present**:

Patients: Ms Amrina Dad

Mr Eric Marshall

Practice: Dr Sophie Sira – GP Partner

Bernie Highfield – Practice Manager

Steph Wade – Nurse Manager

Apologies: Mr Terrence Sismey

Mr Thomas Kipling

1. Welcome and Introductions

Bernie Highfield welcomed members to the PPG meeting and noted apologies received.

1. Notes and Actions from Previous Meeting

Notes from the PPG meeting held on 5th October 2016 were agreed as a true record.

Diabetes resources in different languages – International Diabetes Federation – membership of the International Diabetes Federation was 2500 euros and therefore the Practice were unable to gain access to translated resources available from this Federation. Bernie Highfield had reviewed NHS Choices and established that links via this site directed patients to various health related information, including diabetes, in a variety of languages. Resources on diabetes were available from:-

* Health Information Translations – provides education resources in multiple languages for health care professionals and other to use in their communities. Resources are easy to read and culturally appropriate [www.healthinfotranslations.org](http://www.healthinfotranslations.org)
* Northumberland, Tyen & Wear NHS Foundation Trust language resurce – a collection of translated health information [www.ntw.nhs.uk/pic/languages.php](http://www.ntw.nhs.uk/pic/languages.php)
* Medline Plus – information for the public in about 50 languages, from the US National Library of medicine [www.medlineplus.gov/languages/diabetes.html](http://www.medlineplus.gov/languages/diabetes.html)
* Diabetes UK provide information in various languages [www.diabetes.org.uk/diabetes-the-basics/information-in-different-languages/](http://www.diabetes.org.uk/diabetes-the-basics/information-in-different-languages/)

The Practice would promote these resources within the Practice for healthcare professionals and for patients linking to NHS Choices via the Practice website

**ACTION** Bernie Highfield to arrange NHS Choices link on Practice website

One of the PPG members offered support to the Practice providing translation for most Pakistani and Indian languages, with appropriate consent from patients re. any direct pnt contact. The Practice thanked the PPG member.

1. Terms of Reference Review

Bernie Highfield invited PPG members to review the current Terms of Reference and feedback any comments for agreement at the next PPG meeting in May.

Bernie Highfield recommended greater guidance in relation to identifying core and virtual membership types.

**ACTION** PPG members to submit comments to Bernie Highfield

1. Membership of National Association for Patient Participation (NAPP)

PPG members were invited to consider group membership of the National Association for Patient Participation (NAPP), funded by the Practice. PPG members noted the positive work by PPG groups in other Practices and, suggested linking City View and Leeds City PPG groups. Dr Sira explained that the Practice would be unable to accommodate the request as the two Practices were separate businesses with different priorities, systems and processes. Dr Sira noted the benefits of exploring membership of NAPP providing additional guidance, support and resources to the PPG and thereby support further development of the Group. PPG members recognised the need to encourage proactive and new membership to the Practice PPG Group. Dr Sira suggested that membership of NAPP, may provide ideas to implement which would encourage further membership. PPG members to consider membership for discussion at the next PPG meeting in May.

**ACTION** PPG members to explore NAPP website and consider benefits for May PPG meeting

PPG members asked that all PPG meeting dates were displayed/promoted within the Practice

**ACTION** PPG 2017 dates to be displayed in the waiting areas and on the Practice website

1. Update on “CCG Level 3” initiatives

Bernie Highfield provided an update on progress with initiatives badged under the CCGs level 3 scheme. The Practice was working collaboratively with 9 other local GP practices across Beeston, Middleton and Hunslet to provide specific healthcare services. Our Practice was one of three hubs, providing services from Parkside Surgery to patients living in Beeston; the two other hubs were based in Middleton and Hunslet areas.

* Physio – no longer progressing as level 3 monies due to end in March 2018 and therefore insufficient time between now and then to plan, implement and deliver a service and, obtain sufficient data to measure benefit of service re. future roll out.
* Falls prevention – pro active approach identifying patients at risk of falls. After initial telephone assessment, patients deemed high risk would be invited to attend a detailed review to consider actions to prevent falls – service anticipated to commence April 2017
* Mental health – improved access to front line treatment in primary care promoting self help – service anticipated to commence April 2017

1. NHS Diabetes Prevention Programme (NDPP)

Nurse Manager Steph Wade provided members with information about a new initiative, the NHS Diabetes Prevention Programme (NDPP). The Practice had been invited to pilot this new initiative due to location and existing systems employed to manage diabetes. The Practice would refer patients in the pre diabetic range, over 18 and not pregnant, onto the NDPP 9 month course. GP led, the course looked at fitness, weight-management, diet etc. and was designed to fit around the individual patient ie. evening sessions

PPG members acknowledged the benefits of such a programme.

1. Friends and Family Test Result & Response

PPG members noted the January 2016 to January 2017 Friends and Family Test Results. The number of patients who would recommend the Practice continued to be on trend, in excess of 80%. The number of patients who were unlikely to recommend the Practice continued to trend with a low result at around 10% or below. PPG members noted the results.

1. Patient Training and Peer Support Calendar 2017

PPG members noted the CCG Patient Training and Peer Support Calendar of events for 2017. Bernie Highfield invited PPG members to feedback to future PPG meetings after attending any event. This would be a regular item on the PPG agenda. One of the PPG members reported that he had attended a recent event and found it quite beneficial.

1. Any other Business

*Practice Leaflet and Patient Charter* - Bernie Highfield asked PPG members to review the Practice Leaflet and Patient Charter, providing feedback to Bernie Highfield. Both the Practice Leaflet and Patient Charter would be considered at the May meeting

**ACTION** PPG members to review Practice Leaflet and Patient Charter and feedback to Bernie Highfield

Next Meeting

The next PPG meeting would be held on Wednesday 17th May at 5.30pm

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