

Rooley Lane Medical Centre Patient Participation Group (PPG)

Thurs 28th July 2022, 4-5pm

Agenda

Ground Rules – we will...

- Work together and get stuck in, to deliver results as a group
- Provide constructive feedback on a range of issues
- Aim to improve the experience and care for the whole practice population
- Listen respectfully
- Maintain confidentiality
- Agree that all views are valid, even if we do not agree with them – difference of opinions will happen
- Treat all members equally as individuals
- Support each other
- Have fun
- Keep to a timetable – start and finish on time

Agenda

1. GP survey results
2. Recruitment
3. AOB

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Minutes

Present

PPG members: SR, SD, TH, HM

Staff: Dr JD, DW

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1. GP survey results

We were ranked 4th in Bradford! – Congratulations to us all. The practice team are very happy with this outcome and we plan to advertise this in the waiting room, website and social media.

2. Recruitment

We discussed ways of getting more people to attend these meetings. When we next have a meeting, an SMS could be sent out to our consented patients saying when the meeting is and that they are welcome to join. One the call board is working again we could advertise in the waiting room. We discussed hybrid meetings (face to face and users online via teams) but agreed it isn't a very effective meeting.

SD said that recruiting new members often takes a lot of time and isn't very efficient. She said that it is more efficient to try to get feedback from patients in the waiting room. She is happy to do more of this. We could possibly think about linking this to the flu clinic, like we did before covid, and using the Friends and Family test possibly plus a question we are more interested in. We could discuss what this question might be at our next meeting.

3. AOB

- Room naming** – the group decided that calling the new meeting room “the Antrobus Room” is very appropriate and will be a nice gesture to our previous partner. The group also decided it was logical to call the 3 new rooms Room 14, Room 15, Room 16 (missing out Room 13 of course).
- Hiring out the training room** – TH discussed that other Trust members and teams may wish to use this room for their meetings and sessions. **DW will enquire with Dr M and AS about this.**
- Your voice matters** – TH discussed how to become an involvement partner and improve NHS care at the Bradford District Care Trust. **TH will find out the link for this so we can put the survey online for patients to complete.**

- d. **Things for the next agenda** – Flu clinic as this season starts in September along with Covid jabs.
Possibility to meet other patient groups within our PCN.

Next meeting: Thursday 8th September 4-5pm