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| Five Parks Primary Care Network (PCN)  Patient Participation Group Meeting Minutes 22.11.2024 | | | |
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| **Updates from PCN Practices** | | | |
| * We received an update from Liz Brook the PM at the Ridge, they’re having a new phone system fitted on the 2nd of December which will make queuing more easy as there will be a call back function so the patient can use an auto attendant to keep their place in the queue whilst they disconnect and can go about their business waiting for the system to call them back when they reach number 1. There are more PATCHs slots available for patients and they are available from 7am Monday to Friday. * Wibsey and Queensbury Medical Practice sent a message that they have 2 new GPs starting to work with them soon as well as 2 new Service Advisors and they are currently updating their website and encouraging a greater use of their PATCHs system. * Fiona from Parklands sent her apologies for being unable to attend this meeting. | | | |
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| **Dementia Link Worker** | | | |  |
| * Megan, the new Dementia Link Worker for the PCN, discussed the setting up of more local memory cafés and the new initiatives the team is working on to support patients with dementia. They are currently seeking a Dementia Champion at each practice, whose role would include attending the cafés and helping to co-ordinate them. If you are interested in discussing the possibility of becoming a Dementia Champion, please contact Hannah Law (Ridge) to be referred onto Megan. | | | |  |
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| **“General practice has been broken, help us fix it, GPs are on your side”** | | | |  |
| * Liz Brook (Ridge) gave a presentation about the Collective Action being undertaken by GPs across England to raise the issue of chronic and sustained underfunding in Primary Care with the government and to make their arguments heard. The British Medical Association (BMA) are supporting the GPs with this and have produced a set of Safe Working Guidelines which The Ridge are now adopting. This could mean that some patients may notice a different appointment model and an increased level of triage at The Ridge.   To find more information on this you can view a short video here <https://www.bma.org.uk/GPsonYourSide> and you can look on the Ridge’s website [Welcome to the Ridge Medical Practice - The Ridge Medical Practice](https://theridgemedicalpractice.nhs.uk/)   * The group were very engaged and supportive of this collective action and discussed how they might be able to help with getting the message out among their communities and to their local GPs. There was a consensus that a local MP should be invited to join a future meeting to hear more about the challenges face by patients and practices in our neighbourhoods.   **TG to explore and arrange.** | | | |  |
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| **Updates on Champions Led Activities** | | | |  |
| Knit & Natter | This is group is led by MG and BS – “you don’t have to Knit but you do have to Natter!” on Tuesday afternoons at Ridge MP, Cousen Road.  They’re finding that some new people joining the group, often referred by Social Prescribers, don’t have English as their first language and struggle to engage and understand quite a lot during the sessions, they asked for support from any other volunteers who can speak some South Asian languages to come along and help with this during the sessions.  Aneela volunteered to attend and Rana will take this feedback to the Social Prescribers, asking them to help with recruiting other bi-lingual people who might also come and help. | | |  |
| Walking Groups | The walking groups are led by MW, BS and TG in both Wibsey and Great Horton. The groups are all doing well and are growing still and there are discussions into re-introducing the offer of some occasional longer walks again. TG also leads a Harold Park walk on Fridays. | | |  |
| Healthy Choices Group | AK is considering running a healthy eating session in the waiting room at Ridge Cousen Road. HL and AK to plan this together. | | |  |
| Reception Support Group (RSG) | The RSG team is made up from MW, EH, SM, DB and IB at The Ridge at Cousen Road and they aim to support the Practice team and the patients in the busy waiting area every morning Mon to Fri. MW asked about re-introducing a ticketing system to help manage the patients coming to seek an appointment in the early morning, LB explained that this might be contrary to other practice initiatives to encourage more people to phone or use PATCHs to arrange their appointments so is not keen to do that but will give it some more consideration. The Ridge are currently part of a pilot project aiming to address the issues in many waiting rooms and more updates on this will be share with the PPG group as the pilot progresses. | | |  |
| Chairobics Group | The Chairobics Group is led by MB and MG. They have 29 people attending every Monday have said if more continue to join, they will need a bigger room. | | |  |
| Menopause Support | Nothing to report | | |  |
| Reading Aloud | This group is led by AB, TG, SM and they regularly attend Cooper House and Springfield Care Homes to Read Aloud to the residents and offer the opportunity to debate and discuss the topics from the story and sometimes memories that they may evoke. They would like more volunteers to join them so they can widen the reach of their offer, Megan said she has volunteers who can join and Aneela said she would speak to other members of her Rotary Club group to try and recruit more volunteers.  HL will create a poster and can liaise with Megan and Aneela to set up any new volunteers with the HR requirements which would be facilitated, on behalf of the PCN, at The Ridge.  There was a request for a particular book to be ordered for the group to try and use – HL can arrange this.  For any further information please contact TG. | | |  |
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| **Any other Business** | | | |  |
|  | CG gave thanks to Dani Receptionist at Parklands Medical Practice for helping her when she contacted the surgery HL to pass onto Fiona.  BS gave thanks to Ridge Care Navigator Bilal for being helpful on the front desk, HL to pass onto the Care Navigation manager at Ridge. | | |  |
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| Date of next meeting | 24.01.2025 | | |  |
| Time | 10:00am |  |  |  |
| Place of meeting: | Training Room 1, The Ridge Medical Practice, BD7 3JX. | | |  |