

Minutes of the Patient Reference Group held on Tuesday 18th July 2017

Present:

John Stone (Today's Chair)
Adeeba Malik
Fred Stone
Roy Dodsworth
Wilma Nicholl – Patient and Practice Health Champion
John Samuel
Jenny Hattersley
Carol Lynch
Olga Green
Sandra Shallcross
Barbara Blissett
Dr Arlene Raw – GP HHW – Clayton
Joanne Harrison – Hub Manager

- 1. Apologies** – Alexandra Matthews, Tommy Cummins, Sharon Barraclough – Business Development Enterprise and Finance Manager, Kathy Bairstow, Rebecca Hanson – Assistant Business Manager, Julie Nolan, Dr Adele Maddy – GP HHW – Allerton

Action – Partners to Pay for flowers to be sent to Barbara Blissett on behalf of Joint Practices and Patient Group – Jo to ask Patient Services Manager to action.

- 2. Minute of the last meeting** – these were accepted as a correct record.

- 3. Matters arising** – Welcome from the Chair, thanking those in attendance and recognising mid-day appointments can be difficult for those with external commitments. Introduction to the site for those who have not been to the Clayton site previously. Looking forward to working together to focus on putting the patient at the heart of what we do.

Feedback in the room – request made that Sharon does not step down from Patient Group as believe as senior manager input is essential and considered good practice in both support to the group but additionally supporting communications in and out of the group. Sharon's presence is truly valued as a value adding contribution to the meetings.

Action agreed to feed this back for consideration

- 4. Update on the Merger** –

Launch event pencilled in for 21st September across lunch period, activities at both sites, Patient Group support at both sites. Adeeba will look at Lord Mayor, press support once the final details have been agreed. Patient Group looking to support Launch review with Roy, John Stone, Adeeba and John Samuel agreeing to attend and input recommendations. Meeting arranged for 17th August at Clayton 1:00-2:00 working groups proposals.

Hub Phase 2 completion, phones implemented and pure tasks being reviewed. Update on changes to prescription process – patient, business partner and colleague training plan to be agreed September for implementation. Delayed to support recruitment and training and manage through changes for telephony. Timescales for changes to Rapid Access Clinic - Allerton and Clayton

New Rotas to be implemented from September including changes to Rapid Access clinic. Patient notices to be issued at surgeries, face to face and online for updates to services

Ongoing patient contact Phone lines, scripts, text messages, newsletter (new copies shared with team) existing web pages.

Rebranding - the rebranding piece is being led by Beccy and is prioritised to ensure we do not impact or delay patient care. A long list of suppliers has been created and we will be contacting these direct in addition to writing to all publications. The Website is close to completion and we hope to be able to share this with you at the next meeting

John raised question around 8-8 pilot in Bradford. Arlene advised whilst not involved in the current pilot we do support local incentives with additional support to 111 services at peak times including bank holidays.

Action: Jo Harrison to meet up with planning group on 17th August, Adeeba to support with activities post meeting in re Lord Mayor/T&A, Beccy to advertise name change in local publications.

5. Hollyns Health and Wellbeing

Following last meetings review of the Hollyns Health and Wellbeing Vision/Values and Behaviours (copies provided and attached to minutes) consideration made on content.

Vision – reviewed content and after consideration on audience and target, agreed as simplistic as it could be and liked the content. Group signed off Visions

Values and Behaviours – Recommendation made after some debate that whilst reference to the activities for the Patient Group are detailed, they would consider reference required in points 2 and 5. Focus being about putting the patient and supporting communications and activities at the heart of what we do

Action: to include reference to the Patient Group within Values and Behaviours point two and five – 2. Approachable and professional and 5. Communication. Beccy/Sharon

6. Any Other Business

Roles and responsibilities - Request made for list of all staff and role/responsibilities to be shared with Patient Group

Action – Beccy to arrange as part of rebranding communications and website update

Request for staffing updates to be included with future Agenda

Action – Beccy to include in next Agenda

7. Date and time of next meeting – A joint meeting will take place at Hollyns Allerton Tuesday 19th September 6:00-7:30 (ahead of launch event).