

Patient Participation Group – 19<sup>th</sup> January 2017, 4.00pm  
Minutes

Present: CS/PS/CY/AH/LB/ST/TG/CW, Anita Hampson, Practice Manager and Dr Richard Hall  
Apologies: KS

1. Introductions and welcome Apologies	All	
2. Minutes of last meeting 1/12/16	Anita	<p>Agreed. Update on “Operation Workload” improvement being made, but demand is unprecedented and the surgery continues to struggle to keep up with patient expectations.</p> <p>Jayex boards are being investigated but in meantime, large posters being ordered to educate patients.</p>
3. Sir Simon Stevens Five Year Forward View	Dr Hall/Anita/All	<p>Introduction to FYFV – see separate presentation slides.</p> <p>Discussed in detail expectations and areas CSS was already doing some of the recommendations:</p> <ul style="list-style-type: none"> <li>• Tel triage</li> <li>• In house pharmacist</li> <li>• Correspondence flows</li> <li>• Social prescribing</li> <li>• Self-management – diabetes</li> </ul> <p>The practice is also working closely with our locality neighbours, specifically around the extended hours which will be implemented with effect from April 2019.</p> <p>In order to meet criteria and ensure sufficient and safe care is available for the</p>

		duration of the 7/7 8-8 criteria, will be worked from a central location likely in north Leeds, and outreach clinics in Wetherby on certain days if funding allows. Very early days and none of the details are in place yet.
4. Specific Projects incl Care Navigators		<p>Extended hours will be priority item and likely only project where there is additional funding.</p> <p>Introduction of specialist therapists including MSK and Mental Health, need to be placed according to demand.</p> <p>Training starting to train reception staff to become "Care Navigators" Important that they have a service into which to navigate patients!</p>
5. AOB Joint locality PPG PPG board 2017- self care		<p>Anyone wishing to participate in locality PPG to let Anita know please.</p> <p>Current PPG board on loneliness, next subject self-care. LB to let AH have details of items for relevant costs</p>
Next Meeting	Thurs 16 <sup>th</sup> March 2017	To review Dementia clinic evaluation