

Rooley Lane Medical Centre

Patient Participation Group (PPG)

Thursday 14th September, 3-4pm

Minutes

Present:

PPG Members: PC, TC,

Staff: Dr DR D, Dr TK, JM, XW

Agenda

1. Welcome and introductions

We welcomed new staff members to the patient group – JM who is a social prescriber working at Rooley Lane, and XW who is our health care assistant and will be representing the nursing team. Both JM and XW are going to try and attend meetings regularly. We also welcomed Dr TK who came to talk about staff wellbeing and trauma informed care.

2. Update and action points from our last meeting about rebooting the Patient Group

Action points	Person/s looking at it
Survey in the waiting room about communication, and survey at flu clinic?	Unfortunately for various reasons we had to bring the flu clinic forward and there wasn't time to design a survey and get volunteers to help distribute it. But we are still keen to think about doing a feedback survey – see below – agenda point 4
Updating of notice boards	The Nursing Team are now in charge of the notice boards. XW talked about this and asked for suggestions and feedback from the group on this and promoting self care. Not everyone knew about the self care room we have – so we all agreed this needs promoting more. Suggestions were made about promoting it on the TV screen and signposting to it on the waiting room notice boards. Everyone also thought we could use the TV screen better and start having adverts on it promoting self care. We also discussed sending out an SMS to all patients about the self care room. XW and the nursing team to discuss this further.
Able to have community groups in the waiting room	The partners have agreed that it would be possible for a community group to come into the waiting room to promote their service once a month if we plan it well.
Find out what groups are available to come into the waiting room	We discussed groups that would be good including parent/children groups and also Restore recovery college: TC is happy to come up with a list of local community groups who are interested and send this to DW. DR D will liaise with DW and the reception team to discuss the best time for groups to be in the waiting room – the busiest time.

Nail cutting service	DW has liaised with our PCN (Primary Care Network) coordinator and raise our need for this service. Feedback from the PCN is that currently there are issues with how this service is delivered across Bradford and whether there is a need for a Bradford wide service not just locally. However, the PCN will think about this service if there is flexibility and budget to support it within current guidance.
----------------------	--

3. Staff and wellbeing – talk from one of our GPs TK

Dr TK introduced the topic of ‘Trauma Informed Care’. This is related to understanding that some people have had traumatic experiences in their lives and this affects their health, how they behave and relate to people, and how they seek care. Sometimes they get very anxious about interacting with services and struggle to trust services. Dr TK wanted to know what the patient group thought about this and whether the staff should have training on the topic and if so which members of staff – just those who are clinical or all staff including receptionists.

The patient group were really interested and feel this is an important topic. There was a discussion about whether we should be asking all patients if they have experienced trauma, how this can be done sensitively, and within limited time in a consultation. Some group members suggested it is important that patients get a choice about who they see and get to see the same GP so that they don’t keep having to tell lots of different GPs about traumatic experiences. We also discussed the pros and cons of recording information about traumatic experiences on the patient record and if this is done, who gets to read it. Dr TK and Dr D reassured everyone that all staff, not just the GPs, have to respect patient confidentiality and cannot repeat things that they see in the patient record.

It was generally agreed that it would be good for clinical staff to have trauma informed care training. JM felt that trauma informed care training would really help the social prescribing team and she will talk to her supervisor at the PCN about this. Dr TK asked whether the receptionists should also have this training. After discussion the patient group felt that receptionists should be aware so that they can understand the impact on patients and the reasons why some people behave in certain ways and so they can help them more by being flexible. This might support the reception team when talking to patients. However, the patient group did not feel that receptionists should know the details of the trauma people have experienced.

4. Events at the Restore College

Dr D explained to the group that the Primary Care Network (PCN) (which covers Rooley, Bowling/Highfield, Tong, and Low Moor practices) are trying to hold a meeting for all the 4 practices patient groups to come together and share advice and support.

The first meeting of this group is on 26th September 2-4pm at Restore College and everyone is welcome

The aim of the meeting is to get to know each other but also plan the next PCN wide Community Fair and come up with a survey to ask people who come to the fair.

The PCN Community Fair is on the 26th October 11am-1pm at Restore College and everyone is welcome.

We discussed how the fair will be advertised – mainly by SMS to patients – and how this might exclude people who don't have mobile phones. **Dr D agreed to talk to the PCN about getting leaflets to put up/post to people who are registered with only a landline telephone number.**

We also discussed possible questions for the PCN survey (which we could also use locally) including:

- How easy is it to see your preferred doctor
- How do you travel to the doctors
- Do you know who qualifies for a home visit/what the criteria are
- And something about supporting isolated older people

5. Date for next meeting

23rd November 3.30-4.30pm (but try and confirm what works for AH)