**Minutes of the Clitheroe Health Centre User Group Meeting**

**held at Clitheroe Health Centre**

**Wednesday 6th June 2018**

**Present:** Janet Smith (Chair), Reg Bamber, Lesley Bamber, Mary Robinson, Michelle Hornby, Alasdair Carter, Yvonne Carter, Chris McNeal, Maggie Inskip, Olwyn Claydon, Erica Blunstone, Julie Oliver, Lorna Taylor (Secretary), Sharon Orr, Lucy Astle, Susan Askew

**Apologies:** Michael Tupper, Trevor Roberts, Ian Gorst, John Myers, Kevin Bate, Simone Smith, Susie Owen, Bev Thompson, Michelle Turnbull

Janet Smith (Chair) welcomed everyone to the CHUG meeting and introductions were made. New member Erica Blunstone was welcomed to the group.

**Terms of Reference**

Julie Oliver had located the CHUG’s Terms of Reference and it was noted to be out of date. It was agreed by the members of the CHUG that the Terms would be updated stating Janet Smith as Chair, Lorna Taylor as Secretary and meeting times to be changed from 6pm – 7pm to 5.30pm – 6.30pm. Lorna Taylor to update the current Terms of Reference and circulate to both practices and members along with minutes **(please see attached).** The updated document should be accessible on each practice’s websites.

**CHUG Leaflet**

A draft CHUG leaflet was shown to all members which, once approved, would be placed on both practice’s Reception’s along with the Treatment Room and Health Centre receptions in a bid to attract new members.

It was decided that both practice’s details should be shown on the leaflet and members/staff were given till the end of the week to inform Lorna Taylor of any suggested changes to the leaflet before publication. Janet Smith suggested members could each take some leaflets to pass around any committees they belong to or amongst friends/family.

**Virtual PPG**

The idea of a virtual PPG was explained by Lorna Taylor. This would mean that patients who would be otherwise unable to physically attend meetings (child care, work, housebound etc.) could still actively participate as a member of the CHUG virtually.

This would initially start as communication via email, with virtual members being asked their opinions on agenda items and their responses/suggestions relayed during the CHUG meetings. It suggested that the virtual members could still be involved in the CHUG meetings via webinars. It was agreed that initially we would start communication via email but could look at expanding to using webinars in the future.

Virtual PPG members could be targeted by social media, communication with local services and schools etc. Both practice and district nursing teams could target technology savvy housebound patients who may be interested in being a part of the CHUG.

**Slaidburn County Practice PPG Meeting**

Janet Smith had recently attended Slaidburn Country Practice’s PPG meeting and gave her feedback. The meeting was extremely well attended with over 100 members present. The main issue discussed was the future of the practice as there had been discussion that it was at risk of closure. The practice needs more patients in order to stay open and they will actively start recruiting with the help of their PPG members.

Julie Oliver highlighted that she had been informed somebody had contacted the CCG to find out the demographics for Slaidburn’s catchment area. This had revealed that within their catchment area (which does overlap with the Clitheroe practices’ areas) there is a total of around 6000 patients.

It was discussed whether Slaidburn recruiting new patients would be of benefit to the Clitheroe practices (whose GPs sometimes go out to visit patients as far as Dunsop Bridge) however it was also highlighted that there is a financial aspect that needed to be considered. Julie Oliver and Sharon Orr suggested it would be a good idea for them to meet with Slaidburn to discuss the situation.

**Facebook Page**

Lorna Taylor showed the CHUG both practices Facebook pages and explained their use. The pages have been set up so that patients are able to ‘Like’ the individual practice’s pages which enables them to see posts written and shared by administrators within the practice.

The Facebook page is a platform for sharing health promotion items, practice updates and advice for patients. It is not to be used for patients to comment about personal experiences (patients are unable to comment on this page) and the site is monitored closely.

Lorna Taylor highlighted the page needed more likes as the more people we could reach could potentially aid the practices with campaigns such as cervical screening, bowel screening and flu vaccinations. Members of the CHUG with Facebook pages agreed to share the page amongst their friends and each practice would share the other’s page in a bid to reach more people.

**Any Other Business**

**New Housing**

Yvonne Carter asked if anyone knew what the expected increase in patients would be due to the new housing developments. Sharon Orr and Julie Oliver explained that they had been informed that there will be 1,900 new houses built within the next 12 months which (with an average household of 2.4) gives an estimated population growth of 4,560 patients.

Mary Robinson mentioned that there had been space reserved on building plans for a new Health Centre in the Low Moor development but she said she would find out more information about this.

Lesley Bamber asked whether the practices had seen a knock-on effect yet with the housing increase on appointment times. Sharon Orr said Pendleside’s appointment waiting times had not been affected and appointment availability remains the same. Julie Oliver explained that Castle’s appointment availability has decreased but this was due a long-term sickness and subsequent reliance on locum cover rather than an increase in patients.

**Group Newsletter**

Lorna Taylor highlighted that from research she noticed other PPG groups have produced quarterly Patient Participation Group Newsletters which provide patients with information about the practices, locality, CCG and other interesting points.

It was suggested a newsletter could be drafted before each meeting and approved by members of the CHUG before publication. Members of the CHUG (and virtual PPG) would be asked beforehand of suggestions to put in (the newsletter could include community health information such as any health melee’s being hosted). Practices would also be asked to provide information they wishes to share with their patients.

It was agreed that a newsletter would be drafted before the next CHUG meeting.

**Date & Time of Next Meeting**

Wednesday 12th September 2018 at 5.30pm in the Health Centre meeting room.

**\* Please would members contact Miss Lorna Taylor on tel: 01200**  **413568 or email: lorna.taylor5@nhs.net if they are unable to attend. Thank you.**

The Clitheroe Health Centre User Group (CHUG)

Patient Participation Group

Terms of Reference

1. **Introduction**

GP practices have a responsibility to involve patients in relevant issues relating to the practice and to respond appropriately to patients’ views and experiences.

GP practices also have a legal duty to engage with their patients in order to make commissioning decisions that reflect the needs, priorities and aspirations of the local population.

The key roles of the group are to bring together patients, doctors, practice staff and local commissioners to:

* promote the wellbeing of patients and support the practice to provide a high quality of care and service delivery
* provide a locality support process for commissioners so that local needs can be identified

There are two GP practices based at Clitheroe Health Centre: The Castle Medical Group and Pendleside Medical Practice.

A Patient Participation Group (PPG) was established in 2004 that includes patients and staff from each practice, together with other staff working in Clitheroe Health Centre.

The PPG is called the Clitheroe Health Centre User Group (CHUG).

1. **Role and Remit**

CHUG will enable the practice to communicate and build positive relationships with its patient population. The core objectives of the PPG will be to:

* Facilitate and enable dialogue between patients and the practice team and promote patient involvement in the practice
* Facilitate debate among local residents and workers concerning health needs, health priorities and current service provision within the Ribblesdale locality, and across the wider district of East Lancashire
* Provide a framework for the input of information relating to health commissioning priorities. Collect feedback from the community about current health service provision and suggestions concerning gaps and how services could be improved
* Ensure the needs and interests of all patient groups are taken into consideration including people with specific illnesses or conditions, people with a disability and people from minority ethnic groups
* Ensure patients’ needs are considered in the development of the practice systems e.g. appointment systems and telephone systems, providing information about and promoting and understanding of such system amongst patients
* Support the practices to achieve their health promotion aims
* Review and where appropriate provide advice and recommendations on the practice’s annual patient survey
1. **Membership**

The membership of the PPG will include:

* Patient representative from each of the two practices
* GP Partner and other doctor representative from each practice
* The Practice Manager from each practice (or representative)
* The Sister in charge of the Treatment Room
* The Health Centre Manager

Patient membership will be open to anyone registered with the practice.

Patient members do not need to represent other interest groups but efforts will be made to ensure a spread of membership in terms of age and gender.

1. **Meetings**

Meetings will be held at least 4 times a year and notice of meetings will be given at least 28 days beforehand.

Dates of meetings will be publicised in the practice waiting areas and social media sites where a copy of the group’s minutes will be displayed for patients to read.

1. **Management of Meetings**

**Chair – Mrs Janet Smith**

**Secretary – Miss Lorna Taylor**

Meetings will be held in the Meeting Room on the first floor at Clitheroe Health Centre.

Meetings will commence at 5.30pm and close at 6.30pm unless otherwise arranged.

A representative from the practice team will attend meetings to take minutes and organise agendas and papers.

All members of the group will be contacted in advance and invited to raise items to be placed on the agenda.

All patient representatives should contact the secretary with any questions or issues.

All members will be expected to respect rules of confidentiality and not to discuss personal or sensitive information outside a meeting.

1. **Quorum and Decision-Making**

At group meetings a quorum will consist of:

* A GP and/or Practice Manager from each practice
* A minimum of 10 patient representatives (with at least 5 from each practice)

The PPG will aim to, wherever possible, to reach decision by consensus. Where this is not possible, the view held by the majority of those present will be the view that is agreed and taken forward by the group.