

## **Westcliffe and Shipley PPG Minutes**

**10<sup>th</sup> September, 2018**

### **Present:**

Alison Richards, Ann West, Nurjahan Ali Arobi, Gordon Steff, Raymond Madden, Sue Clarke, Joan Raistrick, Olivia Feather

### **Apologies:**

Julie Winterbottom, Mandy Freeman, Manda Bean

### **Agenda:**

There was no set agenda, but a discussion was had around the different systems that are in place and apps that are currently been commissioned.

### **Evergreen:**

#### **Points raised:**

- How can you see your pre-conditions prior to the date you're requested to see your medical records.
- Summary record – not much information in relation to immunisations going back over the years – is there a way to get this information?
- Is the messaging facility going to be active – if so when?

**Action:** Olivia to speak with Jane Patrickson with regards to this and feedback.

#### **Appointment System:**

The group asked if they could have a clear understanding/guide to how the appointment systems work ie: what time can they ring from in the morning or look online for same day/next day appointments

If a patient required an appointment with a couple of days how would they go about this?

Query – would it be possible to put flu clinics on the online appointment system?

Olivia explained about the appointment system – patient who are registered for online access are able to look at appointments from the next day from 8.30pm and before 8am.

There will be up to date information on the new website which is Footfall.

**Action:** Olivia to chase up when Footfall will be live and also to check if flu clinics are able to go on the online appointment system.

### **Merge of Shipley and Westcliffe:**

Update from Julie Winterbottom on 21.9.18 - regarding the merge:

There is work going on every day to get services across both sites running as one, staff have also been working across both sites.

By April, 2019 all patients from both sites will be on one computer system.

Olivia put forward about having a competition for the new name of the surgery – Julie Winterbottom will happily accept suggestions from PPG's.

### **Primary Care Homes:**

Update regarding Primary Care Homes –

Primary Care Home North 1 includes:

- Shipley
- Westcliffe
- Windhill
- Saltaire

**Action:** Olivia to try and get some more information on Primary Care Homes, the role and purpose of them.

### **General Question:**

Why do consultant letters not get sent to the practice when a patient has been seen at the hospital?

Also, if there is a letter sent from the consultant to the Practice why does the patient not receive a letter also?

**Action:** Olivia to make some enquiries into this

### **Suggestion:**

That there is some sort of file or book for the PPG meetings so there is a continued record of where we are up to at each meeting so it can be picked up again and worked on.

Alison mentioned about an article in the T&A about Heath Partnership in Bradford. I have found the article and copied it below:

5th September

## Bradford 'will get greater say' in new health partnership



By Chris Young [@ChrisY\\_TandA](#) Local Democracy Reporter



Newly appointed leader of Bradford Council Susan Hincheliffe.

**A NEW partnership will give the people of Bradford more say about vital health matters, according the Council leader.**

**Councillor Susan Hinchcliffe** has welcomed the new Memorandum of Understanding for the West Yorkshire and Harrogate

Health and Care Partnership. The group is made up of organisations across West Yorkshire, including councils and **NHS** trusts, and the memorandum was created to formalise the commitment of the groups involved to improve the health of the 2.6 million people who live in the area.

At a meeting of the Bradford and Airedale Health and Wellbeing Board yesterday, members heard that the recently established partnership has already attracted £12.6m in funding to transform cancer diagnostics in West Yorkshire.

Cllr Hinchcliffe told the meeting: "It can get frustrating as a local authority that we are not always at the table when decisions are made. It is important that elected members, who are voted by the public, get to have a say on these issues. I welcome that we will have greater oversight and be in a better place to shape decisions.

"It will hopefully allow us to get more money to spend here in Bradford to improve the health of our residents."

**Next Meeting – Monday 29<sup>th</sup> October, 4.30pm at Shipley**