**PATIENT PARTICIPATION GROUP MEETING 29TH JANUARY 2013**

**MINUTES OF MEETING**

11 people attended including representation from the practice.

Names omitted due to confidentiality rules

**Resignation:** PB – letter of thanks to be sent.

**Apologies:** x 4

**AGENDA**

Minutes agreed

Name places - to be provided

Young people group – IM and CC would like to meet with the group

CCG update – MY. The CCG board didn’t accept suggestions made by 38 group re amendments made to the constitution. Our CCG has now been authorised, but one condition is still outstanding. No detail of this area team directors - nearly appointed. GP services dental, pharmacy and optical. Customers, clients, market. Worry that no mentioned of care. Local website was source of information – stress and anxiety caused to patients. Uncertainty by public. A CCG board meeting will be held on Tuesday 12th February from 7.00pm – 9pm at the Civic Centre in Keighley.

 Procurement Policy – when will this be available and be in constitution with groups.

**CARERS** 1/8 patients are probably carers. 3/5 will be a carer there are 6.5 million in the UK. Carers resource is a charity.

 CE described her role as a Carers Resource Officer and Ling House is their best example of partnership working. They deal with adult carers only – children are looked after by Barnardos Childrens Charity. CE mentioned caring takes his toll on physical health and 87% affect on mental health. There is one to one support and they help with benefits and they provide activities and drop in sessions once a month across the district. There are carer’s assessments for the carer to enable them to find work etc. They arrange emergency plans for carers in case they are taken ill, these are held with Safe and Sound and they arrange for the patient to have alarms held on necklets etc. CE brought the carers information pack for the group to see.

 CE works at Ling House on Wednesday afternoons.

**ACTION PLAN FROM SURVERY RESULTS**

 These were agreed by the group

 Furniture upgrade required

 Up to date magazines should be available

 Home visits to be added to survey next year

 Appointment information campaign about the practice system including extended hours.

 Information on online services including booking appointments

 Online booking – there will be a leaflet attached to prescriptions

 It should be possible to open both doors at the disabled entrance – this will be addressed.

**The Next meeting will be held on Tuesday 16th April at 5.45.pm**