

MINUTES PPG MEETING 23/1/25

Present - Anthony Radley, Barry Menear, Roy & Margaret Gunton, Nikki Stocks, Becca Toop, Ben Jancovich, Caroline Pinder, Lynn Madgwick, Fran Handrick, Julia Grieve, Judith Marshall, Margareta Holmstedt

Apologies - None

Minutes of last meeting - Approved as read.

Update from the practice - Anthony Radley

There is currently a high demand for services due to respiratory winter illnesses. On January 6th the practice received 412 calls, the most ever received. There were 256 call backs. Thank you to all staff at the practice for dealing with such high demand.

DNA's are still a problem. On January 6th 99 DNA's were recorded due to bad weather. Last week there were 55 DNA's. Blood tests done by a health care assistant are most frequently missed. Patients are less likely to miss GP appointments. The 35-55 age group are the worst for DNA's. Also babies are not attending appointments. We need to try to get the message through that even if you can't get to an appointment you can still speak with a GP. With bad weather and the road closure, visiting the housebound has been a challenge.

There are changes to bowel screening due to low take up. The eligible age range is coming down from 58 to 50, stopping at 75. A breast screening van will arrive on February 13th for 6 months until July. The practice has started promotion already with posters and information in the newsletter, website and on social media. Patients will receive letters and anyone can request an appointment. It's not a drop in, an appointment is necessary. Just ask at reception for the phone number to ring for an appointment or get the number from the posters. Screening covers the Todmorden, Hebden Bridge and Mytholmroyd areas. Normal breast screening goes up to the age of 70. Cervical screening stops at 65.

The winter newsletter is now available. The practice is conducting an internal patients survey and would like members of the PPG to fill one out. They are available on the reception desk. The x-ray machine is broken. Anthony has informed the appropriate people. We currently have Ultrasound in the building. The practice continues to support the Food Bank with over 200 people receiving donations before Christmas. Tracy is away for three weeks from January 31st.

Caroline Pinder asked that an agenda item for the next meeting be included on means of messaging, PATCHES plus other ways of communicating. Anthony said the various ways patients can access the practice were outlined in the first newsletter.

Update from PPG - Nothing to report at moment as due to the Christmas and the New Year holidays we have not heard back from anyone.

Audiology Outpatients - Audiology come to Todmorden once a month. However, it is not a drop in clinic. Appointments must be made. You can ring and leave a message and they will ring back. Batteries can be ordered online. It would be good to get the Wednesday morning drop in Clinic back if at all possible.

Lymphoedema Clinic - They are holding a clinic at the Health Center on a Wednesday although not certain if it is monthly or weekly.

Statistics

Caroline informed us that Josh has met with people in Huddersfield. However there is nothing yet to report. Regarding pre-op assessments, we have the facilities but GP surgeries are not commissioned for this. More staff would be required. It is now only available in Huddersfield. It would be a good thing to push for as it is perhaps more achievable than other goals. It should be relatively easy to find the numbers we need to make a case.

Future plans

Margareta brought our attention to recent announcements on government plans for NHS reforms. They are planning local diagnostic centres. We have the space and the beginnings of one already. So much is here already We should write to volunteer for a pilot study. She felt we should ask for more not less including pre-ops and then we may get half of what we ask for.

Julia asked that it be noted in the minutes that we were asked by the practice to work towards a Minor Injuries Unit and that we had previously asked for statistics which had not yet been forthcoming. Hebden Bridge was also behind such a plan. She continued that we are in a dangerous time in history with a shrinking economy and funds for the NHS plus a huge social care problem. We need out of the box thinking and to learn from history about what works and what doesn't. Calderdale is too Halifax centric. With the recent hole in the road and the resulting road closure we have found out how isolated we can be. In the not too distant history residents went in all directions for medical care - Rochdale, Burnley, and Halifax. Everything has moved further away. People are more isolated. Particularly problematic is access to Huddersfield services for elderly and frail residents without transport. There is a huge need for respite care. We need to think bigger not less to solve our problems.

Barry said we had written to the Trust and they had replied they couldn't take a decision on their own. So we then wrote to the partnership. Politicians may not be aware of the issues and recent developments.

Caroline said we should ask people to come and speak with us. Ben suggested we ask Helen Brundell to come to our next meeting to speak with us about what is achievable and realistic. Some thought it would be good to come up with a list of specific questions to send to her in advance.

Roy stressed the community had a need which has been identified by the Practice Managers of both Todmorden and Hebden Bridge Health Centers. Whatever it is called whether a Minor Injuries Unit, Urgent Care Center or Diagnostic Center, that is up to experts to decide. We have space for any of these proposed services. We shouldn't limit ourselves.

Discussion followed about what will happen when the lease runs out.

Roy continued about The Abraham Ormerod money currently held in Huddersfield which is to be used for the benefit of the people of Todmorden. This could be used for one off start up costs.

AOB

Margaretta proposed the PPG have a market stall twice this summer on Saturday mornings from 9:30 -1. It would be free of charge. We would be raising awareness about the PPG and encourage people to come to meetings. Surveys could be handed out. It would be an opportunity to ask what people would like to see at the Health Center. We could also ask what they want regarding mental health services. Information could be shared about the new phone options of call back and press one to cancel freeing up appointments for others. Also if they can't physically make an appointment due to bad weather, transport etc they can still speak with a GP over the phone.

We could look into the possibility of having a meeting at Todmorden Community College. .

We should invite Josh Fenton Glynn and Helen Brundell when they are available.

Date of next meeting - Tuesday, March 11th 11:00 AM