**Patient Participation Group Meeting Minutes 11 June 2015**

**Holland House Surgery**

Present: Dr Sloan, Heather Kynaston – Practice Manager, Barbara Smith, Michael Crowther, Bill Gormley, Ilyas Patel – Healthwatch, Peni Hargreaves – Chair, Karen Donley, Antonia Reardon – Deputy Practice Manager

Dr Sloan introduced herself as the new GP contact for the PPG.

**Extensive Care Service**

Dr Sloan informed the group about the new ECS which will go live on 29 June.

* We are part of the Pilot for this service introduced by NHS England
* Leaflets distributed
* Lead Clinician will be Dr Andrew Weatherburn, Consultant Geriatrician
* Criteria for invitation – Long Term Chronic Conditions
* Patients identified by our GPs and recommended for inclusion in the service
* Will be under the care of ECS for up to 6 months or longer if necessary
* Initially seen by a Wellbeing Practitioner who will be the primary contact for the patient
* Seen by Clinician and personal, individual plan of care drawn up.
* Team consists of Geriatrician, GP, Advanced Practitioners, with access to all Health and Social Services
* Patients can choose to discharge themselves back to GP care at any point

Michael asked about patients’ routine review appointments being missed. Dr Sloan explained that most of the blood tests and investigations carried out at routine reviews will be done by the ECS, however, if any are not deemed necessary at the time, they will be picked up by the surgery when they are discharged back to GP care within 3 to 6 months.

**Eye Service Decommissioned**

Dr Sloan informed the Group that the service which gave Opticians direct access to the Ophthalmology department has been decommissioned by the CCG. The new service replacing this is called The Practice. Patients have to come back to their GP for a referral to be faxed to the Ophthalmology Department. The service is under review as things have not gone as smoothly as anticipated thus far.

Bill expressed concerns about changes being made regarding commissioning without the patients’ knowledge.

**General Discussion**

Bill expressed concerns that the PPG input has been inadequate as far as making a difference is concerned. He felt that the PPG Awareness within the Practice was not a success. Bill suggested that communication may have been an issue. He felt that if the GPs had ‘backed’ the campaign and informed patients who the PPG were and that they would be keen to speak to patients, then perhaps more patients would have engaged.

Karen stated that she felt that the European Award that Bill had recommended was just too tight a timescale for the group to take on this year. She felt that the PPG Awareness was quiet but that lessons had been learned.

Peni stated that not all PPG Chairs are turning up to the PPG CCG meetings and that it would be beneficial if more people attended. She also felt that lessons had been learned from PPG Awareness. However, she did have positive feedback from the patients who she did speak to.

Michael felt that there needs to be a clearer working link between the PPG and the Practice.

**Healthwatch Lancashire**

Ilyas Patel, Project Officer with Healthwatch came to speak to the group. He outlined the service offered and distributed literature. The service is part of the Department of Health, overlooked by Lancashire County Council, but they are an independent body. Their purpose is to collect data around patient experience, both positive and negative. They attend libraries, hospitals, forums, practice meetings and the high street. Data gathered is passed on to the appropriate CCG. Ilyas invited the group to visit the website and contact details are on the literature.

Bill felt that the work done at Holland House around Dementia should be shared and Ilyas suggested visiting the website and then ‘share your views’.

[www.healthcarewatchlancashire.co.uk](http://www.healthcarewatchlancashire.co.uk)

info@healthcarewatchlancashire.co.uk

**Social Media**

Heather and Peni have discussed the role of Social Media within the group and suggest that a facebook/twitter account be set up. Peni to investigate possibilities.

**Wound Care Service**

Heather distributed the information regarding this service.

**Dementia Awareness Week**

Karen updated us on this successful venture. 18 different groups attended throughout the week. News Letter circulated.

Date of your diaries – **17 September 2015. Singalong at Lowther.** Karen has been integral in organising this event. This will be a Dementia Friendly environment, ie seating etc. Tickets will be approximately £5 per person. There will be a very small raffle with some very worthwhile prizes, ideas/donation welcome. Some Acts are booked and Singing For The Brain may be involved. Karen will update us as things progress.

**Mjog**

The service we currently use to text patients to remind them of their appointments is coming to an end. Peni has researched a replacement, Mjog which would cost around £50 to £60 per month. Peni suggested that the PPG raise money to fund this service for patients. Peni informed us that the group can raise £5,000 without being registered as a charity.

Heather is going to arrange a speaker to demonstrate the system to the group.

Karen suggested we source a Treasurer from the virtual group.

**Next Meeting date**

20 August 2015 at 2pm.