**Patient Participation Group Meeting**

**Minutes of the meeting held on: 24.05.2016**

**Present:**

Karen Hirst Practice Manager

Mrs PW PPG Representative

Mrs PM PPG Representative

**Minutes:**

Lynsey Leo Practice Administrator

**Health Watch**

The PPG had recently been to a Health Watch meeting and had lots of feedback for the practice. Stephen Gardener is the new Health Watch lead.

A recent survey regarding Care Homes has been compiled. The PPG asked if we knew all our patients that are in Care Homes. Karen replied that yes GP’s only know by the Care Home or a family member informing the practice of a change of address. The PPG also asked if patients in Care Homes have annual reviews. Karen replied that all patients that have a long term medical condition or chronic disease are managed by the annually by the Practice Nurse or a Community Matron.

The PPG also reported finding of Did Not Attend Survey. The cost to one particular practice was £8,000. When looking at missed hospital appointment, this rose by a staggering £4 Million pounds.

The PPG asked of ways that the Practice can combat DNA rates. At present we do send text reminders but not every patient has their mobile as a contact on the system. The PPG suggested that they would volunteer to come into the practice and ask patients to update their details. Karen said this would be a great service in helping collect updated mobile phone numbers. It was decided that LL/LE would create a slip for patients to fill and the PPG will ask the patient to pop this into a post box in the waiting room. The slip must state that this is completely confidential.

The PPG reported that Nathan Skelton is doing a review of all Primary Care Services, Out of Hours, Walk in Centre, GP Surgery’s.

The PPG also reported that Sarah Mortimer is leading a new pathway for vulnerable adults to help work in a café, they are looking for patients that may be out of work or are lonely, this initiative is to help them get involved and to socialise with similar people.

The PPG commented that a speaker came to their meeting to raise awareness of Osteoporosis within GP Surgery’s. This person feels that not enough information is out there for patients that are suffering from this condition. This person is looking to maybe set a support group up for GP’s to help promote awareness. It was mentioned that this would be discussed at the next Practice Link Meeting, as they are the team that would be able help implement this to all practices. Karen agreed that this was the best approach and it would hopefully help get all GP’s on board.

The PPG also reported that another guest speaker Ramona Ibrahim (Commissioning Officer CCG) presented a new Cancer Strategy being implemented by the CCG. This is in regards to early detection, treatment and support. We are awaiting feedback of the outcome of this strategy.

**CQC Inspection**

The PPG also discussed the CQC Inspection. Karen thanked both members for coming in to talk to the inspector that day. The PPG reported that the inspector commented to them that if he lived in Blackpool he would have no hesitation in registering with our practice, he was very impressed. Karen was delighted to hear this positive feedback. Karen explained the whole process of the visit and that the practice received very good feedback at the end of the visit day. We have achieved and overall GOOD status. The only area that needs improvement is under safety; this is just a training issue and will be completed as soon as possible. Karen explained the Safeguarding Policy.

**Dr Teh**

The PPG have been informed that Dr Teh is now at another practice. Karen said that our practice was not allowed to tell anyone where he was relocating until after the left.

**GP Partnership Update**

The PPG asked what GP’s we now have at the Practice. Karen informed them the following:

Dr Bonsell – Senior Partner

Dr Delgado

Dr Vikram

L Harrison – Nurse Practitioner

Locum (male and female)

**Building Update**

Karen gave the PPG an update on the progress of the purchase of the new building.

**Junior Doctors Initiative**

The PPG reported that an initiative will hopefully be set up to encourage 3rd and 4th year medical students from Liverpool and Manchester, to stay here in Blackpool.

**Outcome**

LE will email PPG a copy of the slip for patients to update their details. LE will arrange for a post box to be available to place in the waiting room.

The PPG will give some dates of when they will attend the practice to run the update of contact details.

Next meeting, to be arranged.