



PATIENT PARTICIPATION GROUP

Minutes of the meeting held on Friday 12 February 2016 at 2pm in the Board Room

Present: Cllr Howard Ballard, Gemma Jackson, Betty Tyrrell, Patricia Exon, Keith Johnson, Liz McCornick, Marjorie Ellison, Sheila Smith, Christine Sharples, Jim Thompson, Jean Thompson, Patsy Ormrod, Sally Johnson

In attendance: Dr Felicity Guest, Amy Sissons, Beverley Fryers

1. Apologies

Apologies were received from David Jones.

2. To approve the Minutes of the Meeting held on Friday 11 December 2015

The minutes of the meeting held on 11 December 2015 were approved.

3. Matters Arising

Minute 3.1: Terms of Reference – The Terms of Reference were agreed. BF agreed to post a copy to those members unable to access documents via email.

4. Christine Sharples – Cancer Research presentation

Howard Ballard introduced Christine Sharples, Health Professional Engagement Facilitator, from Cancer Research UK. It was explained that a large part of her role is around how to promote the benefits of screening and that she works closely with Practice Managers, Practitioners and CCGs regarding the take up of screening.

Christine took the group through her presentation and she explained that there is a number of statistics available at www.cancerresearchuk.org/cancer-info/cancerstats/

She highlighted the following points:

- Late presenters are more at risk of dying
- 'Be Clear on Cancer – Blood in Pee' campaign starts on 15 February 2016 and runs until 31 March 2016.
- The uptake for breast screening has increased since the van has moved from Poulton.
- Cancer Awareness Road Shows are available for events and Christine said that she would check if the van is available for the Flu Clinics on 17 September and 1 October.
- Incentives are available from the NHS to 2 groups who will distribute bowel screening kits and it was agreed that a room and a telephone will be organised for members of

the group to contact patients. Any funding would be paid into PPG through the Practice.

- Christine wondered whether the PPG would be interested in being 'Cancer Champions'. She explained that this initiative is awaiting accreditation from Cancer Research UK but in advance of this the group agreed to be a Champion.
- Information was left with the PPG for display on the notice board and for distribution to patients.

5. Appointments

Howard Ballard explained that although Bev Fryers will be doing the minutes of future PPG meetings in house, Sally Johnson will continue in the role of Secretary to the group. All members were happy with this arrangement.

6. Facebook page

The PPG Facebook page is now up and running. Members can join the group and bring this to the attention of other members, ie any feedback for Dr Bajkowski. The group name is Thornton Practice PPG. Howard requested members to take a look at the Facebook page and feedback any comments or suggestions. Members can also 'chat' in private.

It was noted that some members do not have access to email or Facebook. The group also asked whether a 1 hour tutorial could be made available to allow members to come more familiar with Facebook.

7. Update from the CCG Roadshows

Liz McCornick, Patricia Exon and Gemma Jackson reported that they had attended the recent CCG Road Shows and they highlighted the following:

- The trust of pharmacies had been discussed in one of the groups. Dr Guest explained that the Pharmacy First scheme is encouraging people to go to their pharmacy for medical advice and to be able to trust who is giving the service is important. This scheme has been put in place to help alleviate the problem of the shortage of GPs.
- It was noted that the coordination of all areas of care for patients is a brilliant idea if it works. It was also noted that social care and social services had come out badly in all groups at the Road Shows.

8. Feedback for Dr Bajkowski

It was agreed that a special meeting should be arranged to discuss the feedback following Dr Bajkowski's item at the last meeting and this will take place on Friday 19 February 2016 at 2pm in the Board Room.

9. New Models of Care – Extensive Care, Enhanced Primary Care and Episodic Care

This item was deferred until the next meeting on 15 April 2016.

10. Any other business

10.1 New phone number

Amy Sissons asked the group to note that as from 24 February 2016 the Thornton Practice will have a new phone number – 956282. She stated that if callers ring the old number, for the next 6 months there will be a message informing callers of the new number. There will also be options available which will direct patients to the correct area: Option 1 – Treatment Room; Option 2 – Appointments; Option 3 – Prescriptions; Option 4 – All other enquiries.

10.2 Spring Newsletter

Any items for the Spring Newsletter, which will be published in March, should be directed to Bev Fryers.

10.3 Self-Care Week and Pharmacy First

Patsy Ormrod reported that pharmacies had been given the wrong information for Self-Care Week.

Pharmacy First has been piloted at Fleetwood and the CCG will now promote this further.

10.4 PPG Workshop

A workshop for Practice Managers and PPG Chairs to share ideas will be taking place on 9 March at Ribby Hall and members were asked to let Amy know if they are interested in going.

10.5 NHS Trust Board meeting

Howard Ballard reported that he had been invited to the above meeting and he was asked where he saw the downfalls. He reported that putting infrastructures around discharges should be put in place and A&E only have 5 out of 10 GPs in place which results in them struggling to meet demand. He said that people should be made aware of this so that they would not present at A&E with minor complaints.

11. Date of next meeting

The next meeting was scheduled to take place on Friday 15 April 2016 at 2pm in the Board Room.