



PATIENT PARTICIPATION GROUP

Minutes of the meeting held on Friday 15 April 2016 at 2pm in the Board Room

Present: Cllr Howard Ballard, Gemma Jackson, Betty Tyrrell, Patricia Exon, Jim Thompson, Jean Thompson, Patsy Ormrod, Marjorie Ellison, David Jones, Sheila Smith

In attendance: Amy Sissons, Lisa Parkes (Nurse Practitioner), Beverley Fryers, Michelle Scott (Dementia Friends)

1. Apologies

Apologies were received from Dr Felicity Guest, Keith Johnson, Sally Johnson and Liz McCornick.

Lisa Parkes, the Practice's new Advanced Nurse Practitioner, was introduced to the meeting. Amy Sissons (AS) explained that Lisa had joined the Practice 2 weeks ago from the Bloomfield Road Walk-in Centre. Lisa has had many years' experience in A&E at Preston and has a wealth of knowledge of acute, same day treatment. AS added that this new position means that the Practice now has 3 Nurse Practitioners, 5 Partner GPs and 3 salaried GPs. Lisa is able to treat for the same sort of ailments as the other Nurse Practitioners and appointments to see her will be available to book.

2. To approve the Minutes of the Meeting held on Friday 12 February and Friday 19 February 2016.

The minutes of the meetings detailed above were approved.

3. Matters Arising

There were no matters arising.

4. Donation to the Thornton Practice

The Practice has recently benefited from the donation of a sum of money from a former patient. The Partners have accepted this very generous donation but have decided that the PPG should influence the way in which it is spent as the GPs had wanted patients to have a say in how the money is spent.

AS stated that she would like ideas from the PPG, but initially she had come up with the following suggestions:

- Medical equipment, ie a blood pressure machine in the waiting room for patients' use
- A refurbishment of the reception area including new furniture
- Art work
- ECG machines
- Virtual clinics, IT and software

Howard Ballard (HB) stated that he had recently attended a conference with AS and they had discussed this and had agreed that they would like feedback on how to spend the money. He put forward the suggestion of an emergency defibrillator and Gemma Jackson (GJ) stated that she is working very closely with the Rotary Club on this subject and they are currently producing a map showing the locations of this equipment in the area.

On behalf of the PPG, HB stated that the donation was very much appreciated. AS explained that the money is in a separate account and that she would ensure that it is the subject of open accounting.

It was agreed that ideas should be sent to Beverley Fryers via email at beverleyfryers@nhs.net so that they can be passed to the family in advance of discussion at the next meeting for suggestions to be evaluated.

5. 'New Models of Care' – Extensive Care, Enhanced Primary Care, and Episodic Care (video to be shown) (deferred from meeting held on 12 February)

This item was again deferred to the next meeting due to time constraints and a full agenda.

6. Dementia Friends

Michelle Scott, Care and Repair Manager at Wyre Borough Council and also the Lead for Dementia, was introduced to the meeting and took the group through the various tasks and activities that would enable the members of the PPG to become Dementia Friends at the end of the session.

It was noted that 15 to 21 May 2016 is Alzheimer's Awareness Week and the PPG agreed that having a few dementia friends present around the Practice could be useful. It was also suggested that the PPG could advertise a session available for any patients who are interested in becoming dementia friends and Michelle would attend.

On behalf of the PPG and the Practice, HB thanked Michelle very much for her interesting session.

7. Elections for PPG – to discuss the way forward

This item had been put on the agenda for members to discuss how to progress membership of the PPG. It was explained that a 3-year cycle is in place for membership and in order to keep some continuity.

It was noted that Carleton Practice did not have a PPG and that the opportunity for patient representation from Carleton was required in order for any concerns or issues about the Practice to be addressed.

AS stated that the Thornton Practice PPG is still in its infancy but she is very proud of what it has achieved in just 9 months. As this is the case, AS stated that she would like the Core Group to continue in its present form for another year but with additional representation from Carleton.

HB added that Thornton Practice PPG is further on than some other groups who have been established for longer.

It was agreed that promotional materials and information about joining the PPG should be displayed on the notice board at Carleton.

8. DNAs at the Practice

HB had wanted this item discussing at a meeting because he feels that the Did Not Attend (DNAs) needed to be highlighted.

It was noted that the Practice does have a '3 strikes and you're out' policy but this is not very often put into practice. AS stated that as the Practice has 50% of appointments available on the day there are not usually a lot of DNAs and the Partners did not seem to regard this as a major issue. She added that software to send texts to patients reminding them about their appointment has just been purchased and that front desk staff also ring patients who do not attend. AS stated that she will try to bring some statistics to the next meeting and that possibly it could be included in the Summer Newsletter.

9. Family and Friends test

The PPG would like to look at ways to improve this questionnaire with better questions if possible. It was noted that out of 9,500 patients the Practice had only had 5 respondents to this test. As the Practice is audited and scored on the Friends and Family test, the PPG offered to help to improve the stats.

AS reminded members that there is free WiFi available in the reception area and she added that the possibility of having TV screens installed is being looked at although it was noted that the Partners are not keen on this.

GJ asked whether the touch screen in reception is every working and it was noted that a new version has recently been brought out. AS said that the Practice will look at replacing it.

10. Any other business

10.1 Notice Boards

It was noted that GJ and Liz McCornick have taken over responsibility for the PPG's notice board and GJ agreed that this would encompass Carleton. All members of the group were happy with this arrangement.

10.2 A&E Seminar – 22 April 2016

HB reported that he had recently attended an MH Trust Board meeting at which he had explained what the PPG were currently interested in and he had been invited to attend the A&E Seminar, which will also include Cancer Awareness. The seminar will take place in the A&E Seminar Room, Emergency Department Offices, opposite Ward 2 on the main corridor. Patsy Ormrod and Sheila Smith offered to accompany HB.

10.3 Exercise booklet

HB reported that Sally Johnson is completing the booklet around Dr Bajkowski's presentation on exercising. He stated that he will be seeing her at weekend to review it following which he will meet with AS prior to giving a presentation to Dr B.

10.4 PPG Action plan

An action plan for the PPG is currently being developed and will be an item on the agenda for the next meeting.

HB reported that as the agendas are quite busy it was felt that PPG meetings should revert to the practice of meeting once a month on the third Friday of the month.

10.5 Merger day

AS reported that the 2 EMIS systems for both Practices will merge on 5 May 2016 and she promised to let HB know if help from the PPG was required.

10.6 PPG activities

HB reported that he will be sending a letter to the organiser of Thornton Gala asking for a pitch for the PPG.

It had been confirmed that Christine Sharples will be bringing the Cancer Awareness bus to the flu clinics in September and October.

The Facebook page was seen as a way to engage the younger demographic but it was noted that the older generation, who find this sort of thing difficult, should not be forgotten.

11. Date of next meeting

The next meeting was scheduled to take place on Friday 20 May 2016 at 2pm in the Board Room.