



PATIENT PARTICIPATION GROUP

Minutes of the Meeting held on Friday 15 July 2016

Present: Howard Ballard (Chair), Patricia Exon, Gemma Jackson, Marjorie Ellison
Liz McCornick, Jean Thompson, Jim Thompson, Sheila Smith, David Jones, Michelle Marsh

Notes: Beverley Fryers

1. Apologies

Apologies were received from Dr Felicity Guest, Amy Sissons, Betty Tyrrell and Patsy Ormrod.

2. To approve the minutes of the meeting (AGM) held on Friday 17 June 2016

It was noted that Sally Johnson had sent her apologies to the AGM on 17 June but this had not been noted in the minutes and this was rectified.

With the above amendment, the minutes of the meeting held on Friday 17 June 2016 were proposed by P Exon and seconded by L McCornick. The minutes were approved.

It was also noted that P Exon had received a letter from S Johnson who had regretfully decided to tender her resignation from the group. Her resignation was accepted and, in her absence, Sally was thanked for her contributions.

3. Matters arising

3.1 Suggestions for spending donation money must be in by 31 August 2016

The group discussed the above and noted that the family would like to see some movement. Members were aware that a previous list is noted in the minutes of the meeting held in May 2016 and B Fryers agreed to supply this to M Marsh. The PowerPoint presentation which had been prepared by S Johnson could also be used. If anyone had any other suggestions they should email them to either M Marsh or B Fryers.

A lengthy discussion then took place about the suggestion of a TV in the waiting area and what should be included to be shown on screen. It was agreed that the Practice name needs to be very clear and the number of DNAs should also be shown.

D Jones asked about the procedure for cancelling an appointment and he was told that it was Option 4 on the new system. Patient access to medical records was also discussed and it was noted that only electronic records are currently available. Carleton Practice patients were unaware of online access.

L McCornick asked whether people are aware that things will not happen overnight and that this message needs to be communicated. She stated that Thornton Practice is the forerunner in the whole of the Wyre area.

The Practice will benefit from a Deputy Practice Manager from August 2016 which will mean that there will be a Practice Manager on site 5 days a week.

4. Friends and Family Results

H Ballard commended the Practice on the big increase in respondents to the Friends and Family test following the introduction of MJog, the system which reminds patients about appointments, etc. M Marsh explained the system and added that patients are told where their appointment is, ie Carleton or Thornton. Reminders were now being sent to patients' mobiles and email addresses but it was not clear if a message was sent to a landline.

J and J Thompson outlined an issue they had been made aware of regarding a patient who had experienced problems getting to see a clinician, and D Jones asked for the reminder to be sent 3 days before, not 1 week before. M Marsh agreed to feedback these comments.

5. Carleton Elections – any takers?

To date, no-one from the Carleton Branch had expressed an interest in joining the PPG, however, it was noted that they had been used to a small, protected practice and maybe they do not adapt to change easily. The Carleton Branch waiting room has recently been decorated which shows a commitment to the patients.

H Ballard and A Sissons have discussed this and it had been suggested that a couple of 'Open Mornings' could take place at Carleton where members could bring the PPG to the attention of patients. One idea was for an Open Morning to take place on a McMillan Coffee Morning date.

P Exon highlighted that the website does not seem to contain a lot of information about the PPG and said that it needs more details including what the group is about and she agreed to formulate an information sheet explaining the PPG.

It was noted that the Facebook page may also help drum up interest, especially among the younger demographic, and would be a good tool with levels of interaction. L McCornick said that she would be happy to attend a baby clinic to see if she can raise interest.

It was also stated that the times of meetings should be examined and looked at logically. G Jackson outlined the difficulties of engaging working people with the PPG given that they may not be free until later in the evenings.

H Ballard asked for a copy of the Virtual Member list and B Fryers agreed to check with A Sissons to see if this would be possible.

6. Preparing for and advertising future events

Members had discovered that staff at the Practice are not finding out about any initiatives and events the PPG have been involved in and M Marsh agreed to help publicise the work of the PPG to staff.

It was also noted that the PPG had sometimes been remiss in not letting staff know about events taking place and M Marsh asked them to let her know of any future plans.

In order to help inform staff, M Marsh agreed to place a copy of the minutes of PPG meetings next to the coffee machine in the office.

7. Appointment protocol information to patients

This item was to have been presented by A Sissons, but due to her absence, it was deferred to the next meeting.

8. Flu Clinics and utilising them for health initiatives

H Ballard passed around a 'medication passport', currently being promoted by the NHS, which could be handed out at the flu clinics. This was a document in the form of a passport in to which all a

patient's medications, dosages, allergies etc can be written, however, it was important to keep it up to date. H Ballard had taken it to the PPG Chairs' meeting and they had all agreed it was a good initiative. M Marsh agreed to order another batch.

9. Any other business

9.1 Notice board in waiting room

The new PPG notice board was on order.

9.2 Notice board at Carleton

An order for a PPG notice board for the Carleton Branch had been placed.

9.3 Week commencing 19 September Carleton patients' flu clinic

PPG involvement during the week was required.

It was noted that the Pharmacy1st initiative means that pharmacies will get paid for every consultation they make but they can only prescribe what the CCG will allow.

9.4 Wyre and Fylde dementia friends

H Ballard explained that this was currently being piloted in businesses in the Poulton area and, because the Practice staff had taken part in dementia training, a sticker can be displayed in the window. This initiative will be extended to Thornton and Fleetwood in the future.

9.5 Name badges

L McCornick raised the matter of some staff having name badges, and some not. M Marsh stated that this was being addressed along with uniforms etc.

10. Date of next meeting

The next meeting will take place on **FRIDAY 26 AUGUST 2016** at 2pm in the Board Room. **PLEASE NOTE THE CHANGE OF DATE.**

There will not be a meeting in September.