



PATIENT PARTICIPATION GROUP

Minutes of the Meeting held on Friday 9 September 2016

Present: Gemma Jackson (Chair), Patricia Exon, Dave Jones, Liz McCornick, Jim Thompson, Jean Thompson, Sheila Smith, Marjorie Ellison, Amy Sissons, Michelle Marsh

Notes: Beverley Fryers

1. Apologies

Apologies were received from Dr Felicity Guest, Betty Tyrrell, Howard Ballard and Patsy Ormrod. All the apologies were noted.

2. To approve the minutes of the meeting held on Friday 15 July 2016

The minutes of the last meeting were approved by Dave Jones and seconded by Liz McCornick.

3. Matters arising

3.1 Minute 3.2 (20 May 2016 meeting) – Feedback from Dr Guest

Dr Guest had sent an email explaining that she had spoken to her friend who teaches at Stanah School and she would be really interested in doing a health related project with her pupils (aged 7 to 8) where they could do some pictures for the waiting room. Dr Guest stated that she will follow up on this and try to report back to the next meeting.

There was a discussion about this around the table and the general consensus was that the children should be given a theme and their pictures would be displayed. It was agreed that the theme should be free exercise and healthy living, especially given the recent publicity about 'Green' prescriptions. The group decided that it could either be individual pictures or a mosaic/collage.

It was agreed that Beverley Fryers should email Dr Guest with the above feedback.

4. Flu Clinics - Facebook

Amy Sissons explained that the Flu Clinics would be taking place on 17 September and 1 October from 8am until 1pm. She added that unfortunately the Village Practice had also decided to have theirs on the same day and will be using the Community Room. It had been decided that our patients would be using the Pharmacy entrance and signs and banners would be put up. Amy asked everyone to note that the children's Fluenz would not be available until the next clinic on 1 October and text messages are being sent to ensure that this age group is not targeted. She added that the Practice would be very grateful for any help that the PPG can give at the clinics. A table will be set up for the PPG. Patricia Exon and Gemma Jackson offered to attend the clinic on 1 October and members were asked to send their names to Beverley Fryers if they are able to help on 17 September.

Flu Clinics will also be taking place at Carleton Practice on 19 September and 26 September from 8.30 until 12 noon.

During the Clinics, it was hoped that there would be a push to join the Virtual PPG via Facebook and Michelle Marsh suggested that patients could be given a form to complete whilst attending the Flu Clinic with certain questions. Liz McCornick stated that the most important issue to go on the form would have to be chosen because the form should not be complicated and contain too many questions. Information on which patients are carers also needs to be identified because the Practice has to update and maintain its carers register as part of its contract. Carers are also eligible for a free flu jab. Michelle Marsh was asked to design a simple form to be given out at the Flu Clinics and this form should also contain the definition of a carer.

5. Legacy – final confirmation required

The final list of suggestions for how to spend the legacy was tabled and each suggestion was discussed.

The GP Partners felt that a defibrillator was not necessary as there is one in the Practice already and two others in close proximity to the building. The GP Partners were very keen on the suggestion of a blood pressure machine for the waiting room at Thornton as this would save on Nurses' appointments. Discussion of the high rise chairs led to a debate about the waste of equipment in the NHS and it was felt that the PPG should feedback their feelings to the PPG Chairs Group. It was noted that the new examination bed in Nurse Shirreff's room was excellent and it had been suggested that each female GP should be provided with one at a cost of approximately £500 each bed. The cost of recovering the chairs or buying new chairs for the waiting room could be shared with the Village Practice and it was noted that some chairs in the nurses' area have recently been recovered at reasonable cost. It was agreed that the Practice should fund new dictation software and air conditioning in consulting rooms. It was noted that the CCG have put in a bid to provide a TV screen for every practice and they will inform the Practice when they are available.

Following this discussion, Michelle Marsh agreed to put the approximately cost against each suggestion and speak to the family involved. Michelle will report back to the next meeting.

6. Virtual Group

Beverley Fryers explained that the Virtual Group is made up of patients who express an interest in joining the PPG. They are sent a letter explaining that they can keep up to date with the PPG by accessing information on the website. There are currently 49 patients on the register which includes current members of the Core PPG.

It was agreed that the Core Group needs to define the purpose of the Virtual Group and how to engage them and it this should be an item on the next agenda.

7. Telephone System

Gemma Jackson explained that she had had a few people get in touch with her about the new telephone system and she added that recently she had also had a very bad experience trying to get through.

Michelle Marsh explained that there are 18 lines in and it was noted that if patients select Option 4 calls are not filtered through as quickly as the appointments line. Michelle agreed to contact IT to see if this can be improved and see if Option 4 can go to a dedicated line.

Amy also explained that there have been numerous staffing issues and changes to peoples' roles recently resulting in 2 new members of staff being recruited. Richard Burgess had started 2 weeks ago and has an excellent customer manner. Amanda Tucker has been recruited from Waterloo Surgery and is an excellent GP Receptionist. Both of them will be working from 10am through to 6pm. Jackie Marsden has now taken on responsibility for doing the clinicians' rota and team leader for the patient advisers.

8. Exercise Booklet

The exercise booklet had been put together by Sally Johnson as a result of the talk given by Dr Bajkowski earlier on in the year. It was agreed that the booklet needs to be made more eye-catching and the group agreed to take it away and come up with ways to make it better.

It was also agreed that the PPG minutes should be displayed on the noticeboards. A PPG noticeboard has been put in place at the Carleton Branch.

9. Any other business

9.1 Promoting Facebook

Amy explained that the Practice will be launching its Facebook page next week and she explained that all the latest news etc will be showcased. Patients will not be able to comment, complain etc but they will be able to like and share the page. It had been suggested that an incentive to like and share could be offered, such as a premium first aid kit. It was noted that the website will remain.

9.2 PPG Coffee Morning for McMillan

A McMillan Coffee morning will be taking place at the Thornton Practice on 30 September. It was noted that it does not have to be on this specific date but it was felt that the Community Room would be a good venue.

It was explained that following the 2 Flu Clinics, those patients who have not attended for a flu jab, and who are eligible, are chased up and a catch up clinic takes place. It was suggested that the coffee morning could take place at the same time as the clinic and carers/cared for people could also be invited to attend. Michelle Marsh agreed to find out the availability of the Community Room and let the PPG know. Amy Sissons highlighted that Encompass, Lancashire County Council's Care Service have asked to come in to the Practice to explain their role and they could be asked to attend the coffee morning as well.

9.3 Practice Quality Improvement Plan

Amy explained that the feedback from CCG on what the PPG had achieved and the reputation is fantastic and she wished to congratulate all the members.

10. Date of next meeting

It was agreed that the next meeting will take place on Friday 14 October 2016 at 2pm in the Board Room.