



PATIENT PARTICIPATION GROUP

Minutes of the meeting held on Friday 21 April 2017

Present: Gemma Jackson (Chair), Sheila Smith, Patricia Exon, Liz McCornick, Jim Thompson, Jean Thompson, Marjorie Ellison, Patsy Ormrod, Ann Butters, Amy Sissons

Notes: Beverley Fryers

1. Welcome and apologies

Apologies were received from Dr Felicity Guest, Betty Tyrrell, Elizabeth Andrew and Michelle Marsh. All the apologies were noted.

2. To approve the minutes of the meeting held on Friday 17 March 2017

The minutes of the meeting held on Friday 17 March 2017 were approved by Patsy Ormrod and seconded by Jim Thompson.

3. Matters arising (not covered on the agenda)

There were no matters arising that were not covered elsewhere on the agenda.

4. Bev Sykes from Just Good Friends

Gemma introduced Bev Sykes from Just Good Friends North West.

Bev spoke to the group and explained that this was a group which had been formed to combat loneliness and isolation. She had originally set it up following the loss of her mother when she realised that the support she had required at that time was not available. She had investigated the statistics for the Fylde Coast area and had discovered that 33% of people are on their own at home. The group has been going now for 5 years and has 200 members with a remit of changing loneliness into happiness. They try to grant special wishes for members such as hot air ballooning, motor bike riding, etc.

Bev reported that she has now met with most of the Fylde's PPG groups. She also stated that she has a wide knowledge of sign-posting and helping people's mental health. She explained that the group is a registered charity and receives funding; she is currently 'chipping away' at the CCG as there could be possibilities to help doctors who have lonely patients. TV, radio and newspaper adverts as well as word of mouth all help to spread the words. Bev has been involved since the beginning and is now paid a small salary through the group. Details of meetings dates, times, membership fees etc were given. Just Good friends is definitely a huge success in St Annes.

Bev was thanked for her presentation and information and it was agreed that this should be discussed at length at the next PPG meeting.

5. Report on Chairs' Meeting

The Chair reported that 19 Practices in the Group and have meetings every 2 months, although not many are represented at the Chairs' meeting. She stated that we are very well supported, both administratively and financially, by the Practice which had resulted in the PPG being awarded PPG of the Year for 2017.

At the recent meeting concern over delays in reports from Consultants had been discussed and all groups had agreed that this was a very big issue. It was noted that the nhs.net email in Blackpool is secure. This issue is being pursued via the Hospital's Engagement Officer.

Feedback from the PPG Conference had highlighted the suggestion for neighbourhood PPGs and lots of discussion had resulted from this.

It was noted that PPG Awareness Week is 19 to 24 June 2017 and that PPGs were being asked to promote patient access, self-care and Pharmacy+. It was noted that we are ahead of the game in all these as we have been pushing them for the last 12 months.

The group discussed ways that they could promote these issues and presence at Thornton Gala and also at local supermarkets were suggested. Everyone agreed that passing information by word of mouth was more effective.

Gemma informed members that Radio Lancashire had been very interested in the Art Exhibition and will be reporting on it in the near future. She also stated that the CCG will be producing an A to Z directory of services which will also be on their website. She added that the Chairs Group had asked her to attend the next meeting and to bring with her the PPG pop-up banner to showcase it.

6. Art Work Update and Arranging Visit

It was reported that the prints have now been displayed and thanks were expressed to everyone who had helped. The children from Northfold will be coming to the Practice on Tuesday 25 April at 1:30 and everyone was invited to attend.

It was agreed that the exhibition looks lovely and really brightens up the waiting areas.

It was agreed that the notice board in the Nurses waiting area will in future be used for Chronic Disease information.

7. Legacy News, TV, etc

The request for the acquisition of a TV will be discussed at the Village Practice Partners' meeting and Amy will report back when this discussion has taken place.

The PPG stated that they wanted our own Practice messages on the TV and Amy stated that this would require the purchase of 2 TVs, one for us and one for the Village.

8. Prescription News Feedback

It was reported that the scheduled meeting with the CCG to discuss prescription ordering had been cancelled and the reason given was the forthcoming General Election.

9. Loneliness and Dementia Actions for PPG

This item had been discussed under item 4.

10. Any other business

10.1 New app

It was noted that 700 patients had signed up in 1 day to the new app. Patient Advisers will be answering messages received from patients on this app. Liz McCornick asked if she could be sent the app again.

10.2 Practice Closure

The group were asked to note that the Practice will be closed on the afternoon of Wednesday 26 April 2017 to enable everyone to attend a team building event which, it is hoped, will go some way to breaking down barriers. Staff and GPs will be in attendance.

10.3 Flu Clinics

Amy reported that dates for the Flu Clinics would be 23 September and 7 October.

It was noted that the vaccines will arrive the week before 23 September and the Pharmacy has agreed not to offer vaccinations before 7 October.

10.4 Coffee morning

Amy stated that she would like to hold another coffee morning possibly promoting carers and Just Good Friends.

11. Date of next meeting

It was agreed that the next meeting will take place on Friday 19 May 2017 at 2pm in the Board Room.

The Annual General Meeting of the PPG will be taking place in June and members were asked to think about whether they want to stand again. Information and notice of the AGM will be sent out to Core and Virtual members.