



PATIENT PARTICIPATION GROUP

Minutes of the meeting held on Friday 27 October 2017

Present: Gemma Jackson (Chair), Patricia Exon, Liz McCornick, Patsy Ormrod, Ann Butters, Marjorie Ellison, Sheila Smith, Elizabeth Andrew, Michelle Marsh, Amy Sissons, Howard Ballard

Notes: Beverley Fryers

1. Welcome and apologies

Apologies were received from David Jones, Michael Croft, Laurie Peake and Vivien Unsworth. All the apologies were noted.

2. To approve the minutes of the meeting held on Friday 22 September 2017

The minutes of the meeting held on 22 September 2017 were approved.

3. Matters arising (not covered on the agenda)

3.1 TV

Amy confirmed that the CCG have given approval to fund the installation of TVs and check-in machines. There will be one per Practice within the Health Centre, ie Thornton will receive 2 (1 for Carleton Branch). Gemma agreed to email the Thompsons.

3.2 Members' absence from meetings

A further discussion took place about members who do not attend meetings on a regular basis. It was noted that the Terms of Reference stated that if a member misses 3 consecutive meetings, they need reminding that there are other people who want to join the Core Group and who can be more proactive.

It was agreed that the Chair should send a letter to David Jones outlining this, along with a copy of the Terms of Reference.

4. Feedback from the Flu Clinics

The GP Partners had stated that the way the Flu Clinics had been run had been a masterclass and a model of how a Flu Clinic should be run. More than 1000 patients had been seen on both Saturdays.

It was agreed that next year PPG members would stand in the main waiting room and not the corridor.

5. Feedback from Coffee Morning

Although this had not been as successful as last year's event, more than £200 had been raised but the take up for flu vaccinations had not been as big. Amy stated that next year she would ask NCompass to attend on the Saturday clinics. A big thank you was extended to everyone who had helped and supported the coffee morning.

6. Friends and Family Test (standing item)

Amy took the group through the results of the Friends and Family Test for August and highlighted the following:

- Section 1 is what the Practice has to report back on to NHS England
- Section 2 details that 258 patients had been surveyed and 100 had responded which is the maximum we can report on

Amy stated that patients can also feedback on the webpage.

Amy explained that Wednesday always seems to be the day when negative remarks are received which could be the result of Carleton Branch not having a surgery or issues with car parking.

Gemma thanked Amy for this and said that it is very useful to get these documents. She added that although the data is not great it is OK and the group will keep an eye on trends.

There were some staffing issues that Amy wished to draw colleagues' attention to:

- Margaret Dixon is a new Nurse who will be focusing on NHS health checks and blood tests and will be working 16 hours per week
- Alison Shirreff will be retiring next year but wishes to continue working as a Health Adviser. This is a new role agreed by the CCG and NHS England

There was a discussion about chronic disease recalls and how this will be changing in the future. Amy explained that at present some patients are called in numerous times a year for each chronic disease. Going forward, they will be called in once a year for a 45 minute appointment.

Amy wanted to bring colleagues' attention to changes to the Prescription ordering service when, as from January 2018, pharmacies will no longer take orders from patients. Messages will be sent to patients from the Practice, pharmacies and the CCG informing them of this.

7. Self-Care Week

Self-Care Week this year takes place during week commencing 13 November and the group discussed what they should focus on this year. The following subjects were highlighted:

- Think Why A&E
- Antibiotic Awareness
- Information on Self-Care for Life

- Any patient feedback to GPs about the Practice

The PPG table will be in its usual place in reception.

The rota was agreed and Howard will let Gemma know his availability at a later date. Once the rota is confirmed, Gemma will send dates and times to colleagues.

8. Possibility of collaboration with Millfield

Before anything is confirmed, Amy stated that she wants to wait to see what initiatives the Project Organiser comes up with. She stated that the Practice will have to engage with a particular Year Group in the New Year for instance publicising that young people can visit their GP under the age of 16 without their parents knowing.

9. Feedback on Project Organiser

Amy explained that a very competent person, Emma Mizon, is now in post for 6 months and she will be attending PPG in future. At present she is concentrating on meeting neighbourhood GPs from the 5 Practices in the community and others to capture what is available in the community. CCG is keeping a close eye on this new post.

10. Christmas Lunch

Dr Guest would like to invite all members of the PPG for a Christmas Lunch. After a lengthy discussion it was finally agreed that this would take place at Burnside Garden Centre on 13 December at 1:30 until 2:30. Colleagues were asked to let Michelle Marsh know their menu choices 2 weeks before the event.

11. Any other business

11.1 Christmas Appeal

Michelle confirmed that she will investigate what options would be available for the Practice to contribute to a Christmas charity appeal collection.

11.2 Notice Boards

Amy informed PPG that a CQC inspection is on the horizon and the last time the Practice was inspected in December 2014 we did very well. Amy would like to showcase the PPG at an inspection and stated that CQC inspectors would probably wish to meet representatives of the PPG.

12. Date of next meeting

The next meeting will be on Friday 24 November 2017 at 2pm.