



PATIENT PARTICIPATION GROUP

Minutes of the meeting held on Friday 19 January 2018

Present: Gemma Jackson (Chair), Liz McCornick, Patsy Ormrod, Patricia Exon, Sheila Smith, David Jones, Jill Davidson, Ann Butters, Marjorie Ellison, Michael Croft, Amy Sissons, Michelle Marsh

In attendance: Jodie Tracy, Pharmacy Technician

Notes: Beverley Fryers

1. Welcome and apologies

The Chair welcomed everyone to the meeting and apologies were noted from Laurie Peake, Howard Ballard and Elizabeth Andrew.

2. To approve the minutes of the meeting held on Friday 1 December 2017

A proposal to approve the minutes of the meeting held on 1 December 2017 was received by David Jones and seconded by Patsy Ormrod.

3. Matters arising (not covered on the agenda)

3.1 Minute 7 – Notice Board overhaul

It was noted that Amy, Patsy, Liz, Elizabeth and Ann had all been responsible for areas of notice board which had been reorganised and tidied up. Members were reminded that the PPG notice board is now in the main waiting room.

It was expected that the Partners would agree to a 'meet your team' board being displayed behind reception. Feedback on whether one is required at Carleton would be appreciated.

Discussion took place about the notice board in the corridor being used for special health campaigns. Representatives from the Bowel Screening programme will be coming to the Health Centre on 22 February from 10am to 5pm to do a special clinic.

Whether or not PPG members' photographs should be on display was also discussed and it was agreed that photos would be taken at the next meeting but this would not be mandatory.

Gemma informed the group that she has not had any success yet in getting a copy of the certificate from Northfold.

4. Contact with Millfield

Amy stated that she had a meeting with Shelley and Mark Broadhurst from Wyre Council about social prescribing and empowering communities and that they wanted to get a plan of different initiatives that the neighbourhood can work on. She stated that there is some funding available to employ someone to populate the FYI Directory for Wyre and that PPGs in Thornton, Carleton and Poulton would be able to liaise with the person once they are in post. It was imperative that this would have to be a structured programme and Amy has been asked to drive it forward with PPGs' cooperation. Amy also stated that 16 to 18 year olds' engagement was mentioned with the curriculum lead in local schools driving the project. It was hoped that contact would be made with local PPGs with a view to starting the project in September 2018.

Amy stated that she would be happy to contact the two local Carleton primary schools if the PPG felt that they wanted to do another joint venture with a primary school.

The reception desk at Carleton was then discussed that it was agreed that Amy would look to see if it can be removed and she also agreed to bring a member of staff from Carleton to a future PPG meeting.

5. Information on Chat Group

Gemma gave a summary of the CHAT Group and stated that it meets every Friday from 1:30 to 3:30 in the community room downstairs.

Information on the group will be included in the next Practice Newsletter, on the website and also in 'Wyre Matters' newsletter. Amy also agreed to give the information to Shelley at Wyre Council. A new poster will also be produced for the door and also for GP waiting rooms.

6. Webinar Session (December)

Gemma explained that this took place in December and is in connection with 'The Patients Association' website who work in conjunction with NHS England and PPGs. Gemma stated this was a very intensive survey and 10 PPGs had signed up to take part in the pilot.

Information has been sent to Amy for her to consider whether we should sign up to the scheme and members were encouraged to go on the website to see what they think about it www.patients-association.org.uk and bring their thoughts and comments to the next meeting.

7. New Prescription Ordering feedback

Members discussed Lloyds Pharmacy and that a number of serious issues/mistakes had been made. One PPG member had written to Lloyds and had been very disappointed at their reply as the mistakes were considered serious enough to be brought to the attention of the CCG or NHS England. Unfortunately events like this can give the Practice a bad name as patients think that the Pharmacy is attached to the Medical Centre. Amy stated that unfortunately she has no influence but did state that a new manager is now in place.

Amy advised the PPG to write to the Area Manager of Lloyds outlining their concerns regarding errors and customer services and that they would like the opportunity to discuss with them how things can be improved.

It was noted that mistakes regarding the issue of medication is serious. Most patients are of sound mind and will notice mistakes, but some people may not notice and this could be drastic. It was noted that all vulnerable patients can still order their prescriptions through pharmacies.

Amy stated that the new system had increase calls to the Practice by 100+ per day but cost savings do not come back to the Practice. The appointment of Jodie had meant that the skill set within the Prescribing Team was better used and that there are more proactive medication reviews.

At the end of this discussion it was agreed that if members sent their issues to Gemma she would take them to the next Chairs' meeting and she will also contact the Chief Executive of Lloyds and put their concerns to him/her on behalf of the PPG.

8. Surgery Boiler News

The insurance assessor has been and had stated that they will not be replacing the boiler 'like for like'. A new boiler house is to be built above Dr Naughton's room and the Practice is currently in the process of getting quotes. Hot water has been restored but it was felt that the heating system will not be fixed until after summer.

Amy wished to convey her thanks to patients and staff for putting up with the cold.

9. Feedback from PPG Chairs' meeting – 15 January 2018

Gemma gave a brief outline of discussions at the recent Chairs' meeting and she had produced a summary sheet which she agreed to circulate to members.

10. Future plans for 2018 and how to implement

These had been discussed under minute 4 above.

11. Any other business

11.1 Walk In Centre

Sheila had experienced an issue with the Walk In Centre and she was asked to email her concerns to Michelle as this should be taken up by the CCG.

11.2 Carleton Flu Clinic

Patricia stated that someone had contacted her regarding the times of the flu clinic at Carleton and had taken time off work to attend, only to be told that the clinic was only for care homes/carers and was therefore refused a flu vaccine. Patricia was asked to let Michelle know the name of the member of staff.

11.3 Telephone appointments

A concern was raised that patients are not told the time when to expect a telephone call from a GP. All they are told is that the GP will call between 8:30 and 11:30. Amy

agreed to bring this up with the Partners. She added that attempts are underway to standardise the way GPs work.

11.4. The Year Ahead

It was agreed this will be an agenda item at the next meeting.

11.5 Booking appointments at the front desk

Amy asked whether the PPG would let her have their thoughts on whether to let patients use a phone at the front desk to book an appointment, or whether patients should be told they cannot book an appointment at the front desk.

12. Date of next meeting

The next meeting will be on Friday 23 February 2018 at 2pm. Apologies for the meeting were received from Marjorie Ellison.