



PATIENT PARTICIPATION GROUP

Minutes of the meeting held on Friday 23 February 2018

Present: Gemma Jackson (Chair), Michael Croft, Liz McCornick, David Jones
Elizabeth Andrew, Sheila Smith, Howard Ballard, Ann Butters, Michelle Marsh
Patricia Exon, Jill Davidson, Amy Sissons

In attendance:

Notes: Beverley Fryers

1. Welcome and apologies

The Chair welcomed everyone to the meeting and apologies were noted from Laurie Peake, Patsy Ormrod and Marjorie Ellison. It was noted that Laurie Peake would not be attending meetings in the foreseeable future due to personal circumstances.

2. To approve the minutes of the meeting held on Friday 19 January 2018

A proposal to approve the minutes of the meeting held on 19 January 2018 was received by Patricia Exon and seconded by Liz McCornick.

3. Matters arising (not covered on the agenda)

3.1 Feedback from Lloyds

Amy reported that she has met with the new manager from Lloyds and that she had explained the feelings of patients regarding the fall in reputation, customer service and mistakes being made to her. The manager stated that she has inherited a demotivated team which is also depleted of skills. They had agreed to meet on a monthly basis going forward.

Patricia Exon stated that she had written to Customer Care at Lloyds Head Office and explained that she was having great difficulties getting in touch with them although they have admitted that she does have very serious concerns.

3.2 Update from last meeting

- A quote has been received for the replacement of the blinds in the Board Room and we are just awaiting approval from the Village Practice before going ahead with the order.
- Notice boards for reception for 'Meet your Team' have arrived and will shortly be put in place.
- The glass slots from the counter at Carleton have been removed.

4. The Year Ahead

- Healthy Heroes Part 2 – Gemma reported that this initiative has been taken on by other practices proving that we are leaders in the field.

- Tennis Camp – this will be taking place at Easter and will involve primary schools from Thornton and Poulton and will be centred around healthy exercise.
- Dementia Cafes – these are taking place at the local church on the second Tuesday and at The Mount on the third Thursday. Information will be placed in the Practice Newsletter when information has been received. Information on the Chat Group has already gone into the Spring Newsletter.
- Singalong Afternoon – Gemma has managed to organise an organist for a donation to Trinity and she asked if the Community Room can be used. On this note (no pun intended) Amy stated that Wyre Council are holding Harmony and Health sessions every Tuesday 10:30 to 12 noon at the Little Theatre. Details of this have also been included in the Newsletter.

Amy added that this year local Councils had offered collaboration during Self Care Week and she will be presenting at the PPG Conference along with a representative from Wyre Council.

Howard explained that there is a promotional bus available and he agreed to ask if we could have it at the Flu Clinics on 29 September and 13 October. Another Morrisons event was discussed and 13 September was thought to be the best date. Self-Care Week was noted to be 13 – 19 November and Howard agreed to ask for the bus on these two dates as well.

5. Bowel Screening

An update was given and Amy explained that the team had rung non-responders to the kits which had been issued after the Flu Clinics. They had been invited in and more than 50 patients had attended and been sent away with the kits.

6. FYi Directory Feedback

At the last meeting, members had been asked to review the directory and the following comments were received:

- It was not easy to navigate
- There was nothing on support for carers
- Nothing new to be learnt
- Nothing about dementia

Howard stated that he might speak to colleagues at Wyre Council about these issues.

7. Conference 22 March 2018

Dan Clough has offered any available extra tickets to us and Gemma has a list of reserves who would like to attend if possible.

8. DNAs October to December 2017

It was noted that the advanced bookings had reduced in December.

9. BioBlitz

Amy explained about the BioBlitz that would be taking place on 22 and 23 June and that the Practice would be having a presence on the Saturday.

10. Any Other Business

10.1 Building updates

- Construction of the new boiler house is due to start in the summer
- New flooring is due to be placed in Dr Lorimer's room as well as in the HCA's room
- A new HCA will be starting in March

10.2 Guide to Community Services

Bev was asked to contact Community Services to see if we can put at to patients and email the guide to the PPG.

10.3 PPG Awards 2018

It was agreed that the group should enter the nominations in 2 categories for the PPG Conference.

10.4 Phone at reception

An update on this was given and it was noted that if the receptionist cannot triage patients at the desk, she phones upstairs. This will continue to be monitored.

10.5 Thornton Cleveleys Chat Facebook page

Jill Davidson wanted to bring attention to the recent conversation on this facebook page where derogatory comments about the Practice were being posted. It was felt that the PPG were not connecting with the younger patients and it was noted that the BioBlitz in June could provide a good opportunity.

Amy stated that she had sought advice from NHS England on how to respond and their advice was to not to. Jill agreed to contact the administrator of the group to let her know that the Practice is very open to feedback both positive and negative.

10.6 Charity appeals

Two members of the group made appeals for donations of 'Prom' dresses, jewellery, shows, etc and Easter treats for local foodbanks.

11. Date of next meeting

The next meeting will be on Friday 13 April 2018 at 2pm.