



PATIENT PARTICIPATION GROUP

Minutes of the meeting held on Wednesday 15 August 2018

Present: Gemma Jackson (Chair), Michelle Marsh, Patricia Exon, Ann Butters
Elizabeth Andrew, Howard Ballard, Steve Tingle, Patsy Ormrod, Marjorie Ellison
Jill Davidson

Notes: Beverley Fryers

In attendance: Kath Galvin, Irene Harding

1. Welcome and apologies

Apologies were received from David Jones, Amy Sissons and Liz McCornick.

Kath Galvin and Irene Harding were welcomed to the group as potential members.

Gemma informed the group that Liz McCornick is recovering well after her surgery.

2. To approve the minutes of the meetings held on Thursday 5 July 2018

The minutes of the meeting held on 5 July were approved by Patricia Exon and seconded by Howard Ballard.

3. Matters arising (not covered on the agenda)

As an introduction to the two potential members, Gemma gave a quick resume of what the PPG has achieved over the last 12 months:

- There had been a record attendance at the Flu Clinic (2000+). Patients had also been reviewed and a catch-up of carers had taken place at a McMillan Coffee Morning.
- The PPG and the Practice had worked with Northfold Primary School to produce an exhibition of children's art work based on Health Heroes. This had led to the school being nominated for an Education Award through the Evening Gazette and they had won
- During Self-Care Week the PPG had focused on bowel cancer awareness and screening
- The flood at Thornton Practice had resulted in the premises being very cold for patients, but especially for staff
- The PPG had felt valued when the GP Partners had paid for them to go for Christmas lunch at Burnside and Gemma stated that the PPG gets superb support from the practice

- In-house collection had taken place for Women's Aid and the Salvation Army where a collection of 'prom' clothes had taken place for donation to disadvantaged young people
- Listening Tables have been introduced recently when PPG members are present in the waiting room to answer questions or give advice to patients
- For the 2nd year running the PPG had been awarded PPG of the Year and had been highly commended as the Most Engaged PPG and the Most Engaged Volunteer
- Following on from these successes, the PPG had been nominated for the Corkill Award at NAPP's conference and were a very close runner up, being awarded £250 in prize money
- Gemma had also been asked to make a presentation at a National Conference to speak about PPGs and how they work
- The PPG had had a high profile at the recent BioBlitz held at Stanah where they had a stall and held blood pressure checks, health advice and there was plenty of fresh fruit for children which had been kindly donated by the Coop
- Most recently, the Practice and the PPG had worked with Thornton Primary School on another art project. The children had produced paintings showing how to stay healthy in the heatwave and prizes had been awarded. The paintings are now on display in the corridor at the Health Centre. The children will also be heavily involved in the opening of the new Coop on 1 September and Howard informed members that they would be welcome to attend from 10am

All in all this had been a very busy and hugely successful year.

4. Review of Terms of Reference

The terms of reference were discussed and the following points were noted:

- Dates of meetings and the minutes of meetings should be displayed on the PPG notice board in the waiting area
- Members should be asked to sign a confidentiality agreement which would be drawn up and posted to each member. Members would then have to sign and return it to enable them to be members of the PPG
- Patricia mentioned the confidentiality of the FaceBook page and it was agreed that a list of members should be checked. Patricia agreed to send the list to Michelle.

5. Election of Members

The election of members took place as follows:

- Chair (Gemma Jackson) - proposed by Howard and Jill seconded
- Vice Chair (Elizabeth Andrew) – proposed by Patricia and Patsy seconded
- Vice Chair (Howard Ballard) – proposed by Elizabeth and Patsy seconded
- IT Lead (Patricia Exon) with Marjorie Ellison to help. Marjorie will be keeping an eye on the website, Lloyds and advanced appointments

It was noted that Elizabeth will attend the Chairs' meeting at Wesham on occasion as it had been agreed that anyone could now attend. This would take some pressure off Gemma.

The lack of a GP presence at meetings had been noticed and members asked for staff feedback once a month. Michelle explained that it can be difficult for a GP to attend due to home visits and surgeries etc, but she did point out that there was always someone in attendance from the Practice to give feedback. Michelle added that 2 new GPs had joined

the practice in the last couple of weeks, Dr Carsten Ezard and Dr Nathan Gregory. She said she will try to arrange for them to attend a future PPG meeting to introduce themselves. Other staff news is that Dr Lorimer has taken the difficult decision to retire and Dr Mati is having to be absent from work at short notice due to family problems.

6. Flu Clinic

The PPG discussed the flu clinics for this year and felt that it was very complicated with some misunderstanding about dates. There will be only one flu clinic this year and this will take place on Saturday 20 October from 8am to 4pm. More staff will be required and more details should be finalised at the next flu meeting.

Michelle explained that this year it was hoped that PPG members could be on hand in the Community Room for patients. Gemma expressed her concern about this stating that she thought there could be too many people to handle as GPs were very quick at administering the vaccine.

Gemma agreed to send out an email asking for volunteers for the clinic.

7. Feedback from Listening Tables

For the benefit of new members, Gemma explained the format of the listening tables and how successful they had been. She said that patients often had niggles to get off their chests but also very important issues were often raised. Gemma stated that she would like each member of the PPG to do one Listening Table a year.

Jill, Howard and Ann have all done listening tables recently and they gave their feedback as follows:

- Lots of patients were unaware of the fire at Carleton and good comments had been received
- Ann had had a few upset patients who had been told they were out of the practice boundary and therefore had to re-register with a different practice. The PPG had concerns that elderly people are suddenly moved
- Some patients had asked whether waiting times could be displayed on the TV screens but Michelle explained that as the TVs were shared with Village Practice this could not be done. She added that reception should inform patients if a GP or Nurse is running late
- Another issue was that lots of people do not use or do not have access to the Internet and too much emphasis was placed on this medium as a source of information. It was however pointed out that the Practice does have its own Newsletter which is paper-based
- There had been a lack of advanced appointments available to book online due to staff holidays
- One couple had wanted evening appointments. Michelle pointed out that evening appointments are available at Fleetwood and Freckleton under the Extended Access scheme

8. Any Other Business

8.1 Possible Grand Opening of Carleton Branch

It was hoped that the re-opening of Carleton Branch would take place on 4 September at 9:30 until 11:30. New furniture has been ordered which should be delivered within 3 weeks. Lots of patients were looking forward to being able to go back to Carleton.

PPG members were asked if they would like to perform the opening ceremony. Tea, coffee and biscuits will be available.

8.2 NHS Health Checks

Marjorie enquired about NHS Health Checks and how to get one. She was told that letters are currently being sent out to eligible patients who have to be between the ages of 40 and 74 and not have a chronic health condition.

8.3 Merger of CCGs

Howard said he was very disappointed to hear that Blackpool CCG and Fylde and Wyre CCG are to merge and he was concerned that Blackpool could take the majority of resources.

8.4 Morrison's Road Show

It was confirmed that the Road Show should go ahead on 13 September with the emphasis being placed on Flu. Gemma and Patricia agreed to contact Morrisons and Lloyds to ask when their over 65 flu vaccine will be available. Gemma will produce a rota and circulate it.

8.5 Community events

Steve circulated some leaflets publicising events taking place. Bev gave them to James to put on the community events notice board which will be in the corridor.

9. Date of Next Meeting

The next meeting is scheduled to take place on Friday 21 September at 1:30 until 3pm in the Board Room.