



PATIENT PARTICIPATION GROUP

Minutes of the meeting held on Friday 21 September 2018

Present: Gemma Jackson (Chair), Patricia Exon, Patsy Ormrod, Marjorie Ellison Elizabeth Andrew, Steve Tingle, Irene Harding, Dennis Harding, Michelle Marsh, Kath Galvin Amy Sissons

Notes: Beverley Fryers

1. Welcome and apologies

Apologies were received from David Jones, Howard Ballard and Jill Davidson.

2. To approve the minutes of the meetings held on 15 August 2018

Following an amendment at minute 5 to state that Marjorie would not be keeping an eye on Lloyds Chemist, the minutes were approved.

3. Matters arising (not covered on the agenda)

There were no matters arising.

4. Feedback from Morrisons Road Show

The Road Show at Morrisons had been a brilliant success. Amy and Liz Thompson had been in attendance to book online appointments. As there had been a limited delivery of vaccines for over 65s, they had stopped booking after 200 appointments had been filled up so that we would not be short for the Saturday Clinic.

It was noted that the GP surgeries in Poulton were doing their own promotion of the flu campaign outside Booths in Poulton today.

Morrisons have said the PPG would be very welcome to go back whenever there was anything to promote.

5. Future projects re Millfield and Wyre Council

Amy explained that there are lots of changes taking place in the NHS locally at present, including the retirement of Dr Naughton from the CCG. She also stated that there will be just one leader of both CCGs, Dr Amanda Doyle. As a consequence, Amy would like the PPG to concentrate on projects that affect our patients, ie listening tables and other activities and, as

a result of this, she has not made any progress regarding Millfield. She has, however, kept in contact with Wyre Council regarding health and wellbeing. She also stated that library contacts in Poulton and Thornton could be key to engaging with younger patients, especially if they hold baby and toddler groups.

Amy also reported that she has managed to secure the Wyre Bus on Friday 5 October to be parked outside the Health Centre from 10am to 12 noon. She explained that the 2 Apprentices would be promoting the Flu Clinic and other events in Wyre. She added that she has offered the Bus to the Village Practice for the following Friday.

Patsy highlighted an event taking place at Fleetwood Fire Station on 1 October for Older People's Day and she said she would drop off some posters for us to put on display.

Gemma reported that she has been in conversation with County Councillor Andrea Kaye whose remit includes young people, particularly girls, and members of the armed forces with mental issues. Apparently she has phoned the Practice and has asked to come in but no-one had any information about this.

6. Flu Clinic Rota and actions for the day

The logistics for the Flu Clinic were explained. It was noted that because of the changes to the vaccines this year it was likely to take longer. There will be a presence from various outside agencies in the Community Room and stickers are going to be used which will help identify the age groups of the patients so that they can be directed to the correct queue. When the patients have been vaccinated, and if it is noted that they are due a blood check, they will be given a slip and told to report to the Reception Desk. If it becomes too busy, they will be told to contact the surgery the following week.

PPG members were asked to volunteer to attend the Flu Clinic and to help manage the queues and they were asked to send their availability to Gemma.

7. CPR training in conjunction with Self Care Week 12 to 16 November

Amy reported that she had spoken to Dr Chaloner and other GP Partners about this and they had stated that lots of community groups hold these sessions. They had suggested that if the PPG wanted this sort of training, they could perhaps go down this route. Gemma stated she has already tried this with no success and eventually Amy stated that she would put her contact in touch with Gemma.

8. Listening Tables and volunteers for forthcoming months

The format of the listening tables was explained for the benefit of new members and Amy stated that she would ensure that the Patient Services Manager, James Doran, would be available to listen in at future events. A discussion took place around the Patient Advisers telling patients to 'ring back at 8:30' for an appointment and it was noted that they should not be saying this. Amy explained that James had been appointed to make the patient journey easier. She said that consideration is currently being given to putting different appointment types on the My GP app, including one that it is for a 'triage appointment' which would enable a patient to book in and then the Patient Advisers could ring them back and book them in appropriately.

Concern was expressed a lot of emphasis is being placed on the My GP app but a patient would have to own a smart phone in order to be able to use it and many older patients do

not have access to this technology. Amy explained that the initiative had come from the CCG and this Practice had been a trial site, but it is now being rolled out across the area. It was agreed that the My GP app should be focused on during Self Care Week in November.

Amy agreed to bring the patient demographic to the next meeting and also offered to invite someone from the CCG to demonstrate the My GP app.

Marjorie had checked the on line appointments for the 31 days between 15 August and 20 September and had noted the number of appointments available. On nearly all occasions the appointments were for 10 or more days ahead.

Returning to listening tables, the following rota was agreed:

- 5 October at 9am – Patricia Exon
- 18 October AM – Kath Galvin
- 12 November at 10am – Irene Harding
- 19 November at 10am – Dennis Harding
- 5 December at 9:30 – Patsy Ormrod

9. Updates on website

The following updates would be actioned:

- Add Dr Amr to the 'Who's Who' section. He is a Locum GP who will be with us until November
- The list of GPs and their specialities will be included in the Newsletter
- Becky Power is the new ANP who is very experienced in Primary Care
- Dr Carsten Ezard joined the Practice in August and does not specialise in any particular area but has an interest in Paediatrics
- Dr Nathan Gregory is the new GP Registrar

10. Chair's feedback from meeting

Elizabeth had attended the most recent meeting and had been very interested in seeing what other Practices do. Various topics had been discussed including the My GP app and consultants' letters. Friends and Family had not been discussed as nothing had been received from 8 Practices. Ideas for the PPG Conference in 2019 were asked for. Neighbourhood meetings will be happening to enable PPG to get together to share best practice and working together to benefit the community.

Other items discussed were whether YMCA could come in during Self Care Week and Michelle agreed to follow this up.

It was also noted that the PPG had been invited to Fylde Coast Hospital on 25 October between 12 and 2 and she had to reply with names before 10 October. Who would attend was discussed and Ann, Marjorie, Patricia, Patsy and Irene all said they would like to go. Gemma agreed to send these names to Liz.

11. Any other business

11.1 Christmas Lunch

The Partners had once again very kindly offered to treat the PPG to Christmas lunch, this year at Level 6 Restaurant at Blackpool and The Fylde College on 13 December. Please let Gemma know if you are interested in attending.

12. Date of Next Meeting

The next meeting is scheduled to take place on Friday 26 October at 1:30 until 3pm in the Board Room.