



PATIENT PARTICIPATION GROUP

Minutes of the meeting held on Friday 18 January 2019

Present: Dennis Harding, Irene Harding, Elizabeth Andrew, Liz McCornick, Michelle Marsh Gemma Jackson (Chair), Amy Sissons, Howard Ballard, Jill Davidson, Marjorie Ellison, Patricia Exon Patsy Ormrod, Ann Butters, Steve Tingle

Notes: Beverley Fryers

1. Welcome and apologies

Apologies were received from David Jones and Kath Galvin.

2. To approve the minutes of the meetings held on 29 November 2018

Minute 11 from the notes was amended to state that future meetings will alternate between Thursdays and Fridays so that **Liz** (not Michelle) could attend. The minutes were approved.

3. Matters arising (not covered on the agenda)

There were no matters arising.

4. Bowel Cancer screening uptake statistics

It was reported that nationally and for Wyre the statistics are not good. The Practice reported that approximately 100 patients per month are invited with 65% being screened which is above the national average. Spikes were noted when the Bowel Screening Service were invited in to the surgery to contact people with a 75% uptake being reported. They will be visiting again in March this year.

Text messages are currently being sent out reminding patients about cervical screening. If a patient refuses this test they are contacted by a Nurse who explains the risks and if they still do not wish to attend they are taken off the contact list.

On the whole the Practice is doing well in getting the message across about the importance of screening. Gemma will be speaking to the Rotary Club on Wednesday next week to report back on the hampers and will also raise this important message.

5. Feedback on hamper distribution

The feedback from recipients of the Christmas hampers had been brilliant. Gemma had explained that there had been £300 donated by the Rotary Club and after consulting with the District Nurses it had been agreed that 10 hampers should be made up – 5 for single people and 5 for families. Morrisons had very kindly given a 10% discount on the produce and the hampers had looked fabulous when they had been packed up. The hampers were delivered the following day and they had been greeted with lovely reactions. Gemma was pleased to report that the Rotary had agreed to do this

again next year. She added that she is due to speak to the Rotary Club soon and as well as reporting on this, she will push screening, especially AAA screening.

6. Listening Table feedback

Feedback from the listening tables shows a trend in asking about advanced appointments. James Doran had been looking at these recently and had produced a paper which was tabled and will be published on the website and in the Spring Newsletter. The Practice is currently looking at different ways of triaging online appointments and hopes to trial something in the next 3 months. It is a challenge but attempts are being made at making this a more efficient service.

Improvements in the way NHS Health Check appointments are made. Patients will come in for bloods, health messages etc and these will be followed up by a phone call offering any advice or results of tests. This will save double appointments being made. Since the appointment of the Health Adviser, who carries out NHS Health Checks there has been a huge uptake in over 40s health checks. Anyone who is eligible can book in for a check-up although the Practice targets specific groups.

It was noted that the PPG had carried out 40 listening tables which equates to 80 hours of voluntary work. PPG members are now accepted as part of the team by patients. This is a massive achievement as most practices only do 4 or 8 a year. Bev to record this as an outcome.

Gemma added that she is due to attend the Chairs' meeting on Monday and will report to them the number of sessions carried out.

7. Future plans

In December the group had discussed a calendar of events and Amy has produced a draft calendar. She has been in touch with John Hartley from Fleetwood Town Community Trust (FTCT) based at Poolfoot Farm asking whether the PPG could visit the facilities available to the community and the health offerings in place. It was agreed that this visit should take place on Thursday 7 March at 12 noon. Howard reported that this is timely as FTCT are working with the local Coop and money is being invested on land close to Poolfoot Farm to develop a facility for children.

Amy has also met with representatives from Wyre Council regarding working together on local initiatives such as King George's Playing Field and she has emailed the head of Millfield High School with suggestions for working in partnership but is still waiting for a reply.

There are lots of ideas in which we can work together and the Healthier Wyre booklet will be inserted into our Practice Newsletter.

8. Gazette Article re Practice

It was felt that the Gazette report on the CQC result had been very lack lustre with a poor headline.

A discussion then took place on how the Practice's success seems to be being ignored by the CCG but that we should take the moral high ground and not give up. The Practice and the PPG working together is producing outstanding results.

The NAPP website which is very useful and informative was also flagged up and Gemma agreed to email details to members.

9. Any other business

9.1 Repeat prescription dates

It had been noticed that the review dates on repeat prescriptions need changing. Amy agreed to take this to the Prescription Team.

9.2 Dr Ezard presentation

It was reported that Dr Carsten Ezard had made enquiries about giving a presentation to the PPG on Baby Boomers and Alcohol. Amy agreed to arrange this.

9.3 YMCA memberships

Following on from a listening table comment received about the 12-week referrals to YMCA and lack of any follow up, Irene reported that she had written to YMCA complaining about their price rises for some memberships. Given that the government and NHS are pushing the healthier lifestyle she felt that they should be encouraging people to keep fit. She has not yet received a reply.

It was agreed that Gemma could raise the 12-week referral issue at the Chairs Group and Amy stated that she would speak to Mark Broadhurst.

10. Date of Next Meeting

The next meeting is scheduled to take place on Friday 22 February at 1:30 in the Board Room. Future dates were also agreed as:

- Friday 22 March 2019 at 1:30
- Friday 26 April 2019 at 1:30
- Friday 24 May 2019 at 1:30