



PATIENT PARTICIPATION GROUP

Minutes of the meeting held on Thursday 29.11.18

Present: Liz McCornick, Patricia Exon, Dennis Harding, Irene Harding, Elizabeth Andrew, Ann Butters, Jill Davidson, Gemma Jackson (Chair), Amy Sissons, Michelle Marsh, Liz Thompson

Notes: Jill Davidson

1. Welcome and apologies

Apologies were received from Steve Tingle, Patsy Ormrod, Kath Galvin, Marjorie Ellison and Howard Ballard

2. To approve the minutes of the meetings held on 28 October 2018

Proposed by Elizabeth and seconded by Dennis, the minutes were approved.

3. Matters Arising - Amy was invited to talk us through the outcome of the CQC Inspection, from the Draft Report which has arrived.

The new inspection protocol is much tougher than previously, with every single item requiring documentary evidence that the standard is being met. The inspector found 2 minor items upon which to comment. These fell into the categories 'Safety' and 'Caring'.

The Inspection divided the practice into 5 Domains and the markings were as follows:

1 Safe	Good
2 Effective	Outstanding
3 Caring	Good
4 Responsive	Outstanding
5 Well-led	Outstanding

The PPG were mentioned a number of times throughout the report for instance, PPG Listening tables, Carer's coffee mornings and other PPG activities were cited as highlights of the Practice's performance

The overall marking for Thornton Practice was **Outstanding**, we are in the top 2% of the country, a huge achievement.

A special acknowledgement is due to Gemma for her inspirational role and hard work in leading the PPG.

Amy told us that the total cost of the PPG is between £2k pa. This is regarded as a very small investment for such a valuable part of the Practice Team.

The finalised report will be published in the near future, at which point our success will be widely publicised.

4. Feedback from Self-Care Week

Feedback was mostly positive.

Elizabeth met a man who having come through heart surgery and the 12 weeks' rehabilitation gym membership provided by the NHS, is campaigning for cheaper continuing access for individuals in his position. The benefits are social as well as health related. Amy suggested that he involve the CCG as this is something we would all support.

Another concern is how to return disability equipment when it is no longer required. There might be a way to do this, more about it next time.

Appointment problems continue to be the main concern of patients, particularly being unable to see the same Doctor on successive appointments, and the lack of on-line bookable slots. Michelle confirmed that the staff who answer the telephones do always try to maintain continuity of care for each patient with a particular problem. Appointment management is going to be looked at in the New Year – trying to get the balance right and maybe somehow moving away from the 08:30 rush.

Finally, some patients had mentioned the state of the waiting room toilets. These are carefully cleaned every morning but do get in a mess – apparently there are individuals – non -patients – who treat them as a public facility!

5. Links with Wyre Council and ideas around mental health work, and the Neighbourhood Plan Questionnaire

Amy is going to meet with representatives from WBC and will report back. In the meantime, the Questionnaire will inform this social prescribing initiative .

6 Final Flu Clinic Feed Back from Data Appointment System

The final flu clinic worked very well. We are concerned that there is a body of people who have not been reached by reminders about their flu jabs – such as those who do not have mobile phones, or those who will not share their number with the Practice. Amy informed us that they plan to use database enquiries to extract a list of those people for next year's campaign, and to target those particular individuals by post.

7. My GP App

The use of this is essentially limited to repeat prescription requests and booking advance appointments (if available!). Although patients are not able to see test results for themselves, it was confirmed that it is possible to text the Practice to enquire if test results are in.

8. Money from Corkill Prize – Canvasses?

The decision as to how best to use this money will be made in the New Year.

9. Rotary Hampers

We will be receiving 6 hampers from N Fylde Rotary and the Health Visitors will determine who should receive them.

10. Chat Group Book Sale

The Chat Group are holding a Big Book Sale tomorrow (30th Nov). All monies raised will go to fund outings for the group.

11. Future Plans for 2019

Future Meetings will alternate between Thursdays and Fridays, so that Liz, who does not work on Fridays, can attend.

12. Any other business

CCG has been looking at the issue of delayed discharge letters, but over a 4 week period no significant problem was detected.

The CQC Report will be widely publicized once it has been officially published.

13. Date of Next Meeting

Date of Next Meeting – Friday 18th January at 13:30.

The meeting closed at 15:10.