



PATIENT PARTICIPATION GROUP

Minutes of the meeting held on Friday 22 February 2019

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

In attendance: Andrea Pugh, Ann Lewis

Notes: Beverley Fryers

1. Welcome and apologies

Apologies were received from David Jones and Patsy Ormrod. Ann Lewis, Patient Services Lead from Bloomfield Medical Centre, was welcomed to the meeting. She had been invited to come along to a PPG meeting to see how our group works.

2. Bowel Cancer Screening presentation

Andrea Pugh from the Bowel Screening Service was welcomed to the meeting and she gave a presentation. She explained that she was a Community GP Engagement Worker and covers the whole of Lancashire. Andrea highlighted the following points:

- Bowel Screening is available to people aged between 60 and 74
- Since screening had started, 850 cancers had been detected in Lancashire
- Uptake across Lancashire differs and she said she would see if she could find the figures for Wyre
- 'Call for a Kit Clinics' had been established. If someone is a non-responder to the screening, 15 minute telephone consultations can be carried out to address any issues they may have
- 20 clinics have been held in Fylde and Wyre and uptake always increases following the service visiting a GP practice
- If someone has a positive test, they are asked to go to a specialist screening; inconclusive tests are issued another kit so that the test can be done again

The PPG stated that their listening tables have proved to be a great tool for face to face conversations with patients and they have highlighted the importance of taking advantage of screening. Gemma had also taken the screening leaflet to the Rotary Club and 4 members there admitted to not having responded.

April is Bowel Screening Month and Andrea stated that the team will be able to come into the practice for one day. Amy agreed to contact her with a date in early April.

Below is a table showing our uptake

Year/Month (YYYYMM)	Invited	Adequately screened	Uptake
201701	105	75	71.43%
201702	102	75	73.53%
201703	121	83	68.60%
201704	95	69	72.63%
201705	132	85	64.39%
201706	121	84	69.42%
201707	132	90	68.18%
201708	123	87	70.73%
201709	121	82	67.77%
201710	111	59	53.15%
201711	112	75	66.96%
201712	80	50	62.50%
201801	124	74	59.68%
201802	89	57	64.04%
201803	111	65	58.56%
201804	109	82	75.23%
201805	104	61	58.65%
201806	99	70	70.71%
201807	96	67	69.79%
201808	108	78	72.22%
201809	96	60	62.50%

3. To approve the minutes of the meeting held on 18 January 2019

Patricia proposed that the minutes were accepted and Liz seconded this.

4. Matters arising (not covered on the agenda)

There were no matters arising.

5. Updates

5.1 PPG Conference

It was noted that we have been asked to present to the conference again but, as we have presented for the last 3 years we declined to do so again. Gemma stated that she had been asked to give examples of 5 things that have worked well and she thinks this should have been on the agenda for the conference.

5.2 Nominations

The closing date for nominations is 8 March 2019. We will once again be entering the following categories:

- PPG of the Year
- Volunteer of the Year
- Best Community Project
- Most Engaged GP Practice

The nominations were submitted on Monday 4 March.

5.3 Listening Tables

An update on listening tables was given and it was noted that the Treatment Room had come up quite a few times recently. Amy stated that she is aware of this and it will be on the Neighbourhood meeting agenda.

Mix ups are still taking place when patients turn up at the wrong place for their appointments, ie Carleton when it should be Thornton. This will be reported to James for him to highlight to staff that they must reiterate which site a patient's appointment will be when they book it.

Unfortunately, because of the telephone system, there cannot be a direct line to Carleton Branch.

5.4 March dates

Colleagues were asked to confirm if they would be going to Poolfoot Farm on 7 March and to meet at the venue.

The Conference will be on 21 March at Ribby Hall.

6. Youth Health and Wellbeing Board update

Amy reported that Wyre Council have shared ideas about local community involvement on King George's Field and Dr Guest will report this to the Head teachers' meeting at the end of April. Millfield and the YMCA are also involved so this is moving forward.

7. Wellbeing with Wyre Council update

Amy reported that the Wellbeing in Wyre booklet will be circulated with the Spring Newsletters.

8. Any other business

8.1 Wyre Bus

The bus will be in the car park every other Friday starting from 1 March 2019. It had been noticed that engagement had grown since the bus had been coming.

9. Date of next meeting

The next meeting is due to take place on Friday 26 April 2019 at 1:30.

Ann Lewis thanked the PPG for allowing her to attend and said she had been very impressed with the way in which they have managed to make a difference to the patient population through their interaction. She added that the newsletter seemed to be a great way of breaking the ice with patients.