

# **PATIENT FORUM** at the Over Wyre Medical Centre

## MINUTES OF PPG MEETING ON WEDNESDAY 8<sup>TH</sup> MARCH 2017 HELD AT MEDICAL CENTRE, PREESALL

### PRESENT

Dr Luke Holmes. John MacPhee (Office Manager), Elaine Blundell (Nurse Practitioner), Simone Harris (Office Manager), Helen Roberts (PPG Secretary) and 13 members.

1. Helen welcomed everyone to the meeting and introduced 2 new members. She informed the group that our chairman Ian was unwell and that she would be chairing the meeting.

The guest speaker Bev Sykes accompanied by Andrea Wagstaff was then introduced and invited to talk about

### Just Good Friends, St. Annes

Bev began her talk by explaining how she began to form the group; her mother had died and she was very lonely. At first she sought help from her GP and the Samaritans, realising that neither drugs nor the Samaritans were the answer she looked to find other help. After seeing a TV programme about loneliness and isolation she decided to try and meet other people in the same position. During some research Bev discovered that a third of people living in the Over Wyre and Fylde areas lived alone.

Following this revelation she began to put out posters and flyers for a meeting, the group would be called Just Good Friends. Four and a half years later the group has 200 members. There are 5 events a week including ballroom dancing, light exercise, bingo, music and a Sunday lunch. Special events have included a hot air balloon ride for a terminally ill member and a meeting with Carl Fogarty and a ride on his motor bike for a 90 plus member.

Bev has now given up her job at N-Compass to work full time with Just Good Friends. A TV programme on BBC Inside Out on 20<sup>th</sup> March at 7pm will feature the group. On conclusion Bev said that the satisfaction of helping to change peoples lives was wonderful, she sees a real change in them. A group has been started in Fleetwood and it was hoped that more will follow.

Helen thanked Bev for the speech which had moved everyone and as three of our members have started a similar group in Knott End, we may be able to help to further this valuable work.

### 2. APOLOGIES

Ian Gibson, Mr and Mrs Worsley, Alison Platt, Alison Harrison and Jane Hulme.

3. Minutes of the last meeting were taken as read.

4. Helen announced to the group that at the Fylde & Wyre CCG Annual PPG Conference, the practice had won the award for Most Engaged practice and our chairman was highly commended in the PPG Volunteer of the Year category. Both were fully deserved.

### 5. REVIEW ACTION GRID

- a) Higher seats for disabled toilets - John has spoken to the builder who is looking into this.
- b) Higher chairs with arms - Emily has sourced suitable chairs and they will be ordered.
- c) Update staff photos on screens - Katy and Ann-Marie have been given responsibility for job.
- d) No entry sign on right at exit of car park - Done.

6. ONLINE APPOINTMENTS:

Simone reported that only 15% of patients were using the service. Helen suggested that the group could have a promotion week, several members agreed to assist - John said it would be a real help.

7. PATIENT FEED BACK ON NEW PREMISES.

John reported that patients were still trying to find their way around, but most were very happy. Helen had heard from patients that "it's a long way to walk" i.e. down the corridors.

8. PRACTICE UPDATE

a) Reception desk privacy:

*Builders are going to put a yellow line on floor and a sign above.*

b) Any firm plans on new services post-build:

*John reported that the Practice has made contact with New Models of Care (Extensive Care Team & Enhanced Primary Care Team) and also the DESMOND Diabetes Service. We are awaiting a response to see if they are interested in having a satellite desk at Over Wyre Medical Centre. However, there will be a delay in housing any potential services as the Open Plan Office earmarked to house them is currently having to be used to store the furniture from the old rooms that are being refurbished and it is also the intention to use this room as the temporary receptionist admin room whilst the current admin room is painted and new carpets are laid in there. This should be complete by end of April and we should be able to house New Models of Care from May onwards.*

c) Progress on Pharmacy+, any patient feedback (being referred back or workload lessened):

*Simone and Dr Holmes agreed that there had been no evidence of any benefit from the scheme.*

d) How many Extensive Care Referrals? As many as expected? Patient feedback?

*Patients were on the whole pleased but didn't want to travel to Poulton. Amanda can provide statistics. Situation will improve when an Extensive Care Desk is available in surgery.*

e) Need for John to put article in Green Book re mobile numbers and email addresses:

*Agreed.*

f) Preesall Council article on nursing home visits – how does it work?

*Dr Holmes explained that the situation had been misconstrued and the Wyre Integrated Neighbourhood (WIN) Care Home Team is now firmly established and they continue to carry out work with our Care Homes and Residential Nursing Homes. The WIN Care Home Team has a GP Clinical Lead and comprises of Advanced Nurse Practitioners, Health Care Assistants, a Pharmacist and Admin Support. Integrated work between health and social care can result in lower than expected emergency admissions, reduce use of beds, reduction in inappropriate admissions and above all provide appropriate health care for an ageing population. By establishing this team of health care professionals with the skills for working in care homes the WIN Team is producing outstanding results. Through working closely with local care home staff and residents, the WIN Team is helping provide better outcomes for our patients.*

*The Doctors of Over Wyre Medical Centre continue to telephone the Care Homes once a week to discuss any concerns and the care home staff have a standardised form they can fill in & fax to the practice at other times. Our practice doctors still continue to respond to urgent calls. Helen suggested that this explanation be put in the Green Book to reassure residents.*

g) Who's who on website needs updating:

*Ann-Marie will be updating the site*

h) Extended Access plans (from April 2017?)

*At a Ribby Hall Neighbourhood event attended by all Practices in Fylde & Wyre we explored the subject of Extended Access (7 day opening) to General Practice and there was not the appetite to take it on. The main stumbling block for a lot of Practices would appear to be recruitment issues i.e. you need a stable platform to undertake this. Due to this feedback the CCG have outsourced 7 day opening to a private company and the CCG have advised that Practices would not be able to undertake 7 day opening on an individual basis as it would be too big an undertaking and can only be achieved with all Fylde and Wyre Practices taking part. Our main surgery at Wilkinson Way will continue to undertake*

*Extended Hours open Mondays from 7.30am until 8.00pm; and remaining week-days from 7.30am until 6.30pm. Surgeries are available mornings, afternoons and early evenings.*

9) ANY OTHER BUSINESS

- a) There had been a request for a dog hook to be provided. John agreed to do this.
- b) It was agreed that the letters sent to patients regarding test results could be improved.
- c) Too many reminder texts were being sent out, Simone to investigate.
- d) Simone suggested that as we have such good speakers, we could invite patients to hear them. This could be done in an afternoon.
- e) John had been impressed with the things that other PPGs have done i.e. leaflets on health and visits to other organisations to inform patients of options available to them.
- f) PA system will be installed in waiting rooms for announcements and music - we are currently obtaining a quote for a PA system and once we assess the cost of remaining improvements we will decide whether to get it installed or not.

Helen thanked everyone for attending.

Date of next meeting 14<sup>th</sup> June 2017.

Jun. speaker - Suzanne Parker, Falls Service.

Sep. speaker - Michelle Stephens, PPI Research BVH

Dec. speaker - Paul Johnson, NHS 111/ North West Ambulance Service.

