

**Patient Participation Group**

**Minutes of Meeting held on Tuesday, 09th October 2018**

**Present:**  Ann Lewis Patient Services Lead (AL)

Gary Cunliffe Practice Manager (GC)

Peter Leedale Patient (PL)

Stephen Gomersall Patient (SG)

Donald Clough Patient (DC)

Marjorie Willoughby Patient (MW)

**Apologies:**

David Knowles Patient (DK)

Simone Wood Patient (SW)

Dr J Pollock (JP)

1. **Welcome and Apologies**

Welcome back to everyone after the Summer Break. Our last meeting was in June, which the group spent the meeting looking through photographs of Blackpool – kindly set up by SG.

**2 Bowel Screening – Clinics**

Bowel Screening were back in Bloomfield on the 9th and 10th of August 2018

9th August

19 Patients invited, 5 of these patients became telephone consultations as they were not able to attend on the day. 11 Patients attended, 3 patients did not attend, 1 patient declined, 10 kits were ordered after the CFAKC (Call for a Kit Campaign), 5 kits were ordered via telephone consultations.

10th August

19 Patients invited 2 of these patients became telephone consultations as they were not able to attend on the day, 11 patients attended, 6 patients did not attend, 0 patients declined, 11 kits were ordered after the CFAKC, 6 kits were ordered via telephone consultation.

The above figures are very promising and awareness is being raised which is showing through the figures. Another clinic will be held this Friday, 12th of October. Hopefully the figures for this session will be available by the next PPG Meeting.

The Bowel Screening Service will be holding 3 clinics per year at Bloomfield Medical Centre.

**3. Flu Clinics**

This year we have a mix of vaccinations and a staggered delivery

* Fluad- trivalent for the over 65 years
* Imfluvac- Quadrivalent for the under 65 years in a clinical risk group
* Fluenz Tetra – Childrens intranasal as per previous years

Dates are:

Monday 24th September - 2pm – 6pm

Wednesday 26th September- 2pm – 6pm

Saturday 6th October- 9am – 3pm

Monday 8th October- 2pm – 6pm

Wednesday 10th October- 2pm – 6pm

All the above dates had pre bookable slots so patients could book in advance, there were also be walk in slots available on the day. The Saturday Clinic was a big success this year with up to 170 patients attending on the day.

**4. DNA (Did Not Attend)**

To date 46 patients have been removed from the practice for repeated DNA’s (did not attend). Once a patient DNA’s they receive a letter informing them that they need to cancel their appointment if they no longer need it, information is given within the letter as to how they can do this. Once a patient has received a final letter they are told that the next time they DNA they risk being removed from the practice. If they do DNA after the final letter, a form is filled out for the PCSE with the patient details. The GP partners get a brief summary of the patient who is being considered for removal and the final decision is made by them as to whether they are to be removed.

**5. PPNG Meeting** – MW & PL attended the last PPNG meeting which was held on Wednesday, 26th September 2018.

**Notes received by PL:**

**Practice feedback.**

* Newton Drive – Mostly concerned with the Practice changes. Also, the doctors used a triage system during the holiday period in an attempt to reduce the problems of coping with staff shortage caused by holiday leave. This was said to have worked well. I’m not sure that I understood how this was organised. It might have been done by phone?
* Stonyhill medical – It was reported that there was a shortage of nurses for providing services for dressings, patients had to be referred elsewhere.

**Other Issues**.

* Nathan gave a presentation on the CCG update: The full details of this have now been circulated via email by Nathan and contains the presentation.
* The key message to my (limited) understanding is that a key purpose of this new strategy is to integrate the services of the Blackpool, Wyre and Fylde areas.
* During the presentation the ‘Out of Hours’ provision was discussed. Nathan identified Bloomfield as having the highest use of this service. This could have reduced the waiting time for appointments for Bloomfield patients? Is this the case? Is here a way that this could be measured?
* Nathan and his colleague Helen Williams introduced the idea of forming ‘neighbourhood PPG groups’ it was explained that this would be group formed by geographical locations in the CCG area. For example, Bloomfield would be in a group with Waterloo Medical Practice and others in our area of the town. It was also suggested that instead of the PPG network meeting as frequently as it currently does, the meetings could be reduced to perhaps just two meetings per year. The meeting was also asked for volunteers to attend meetings with the Fylde and Wyre PPG groups. The purpose of this being to provide opportunities to share good practice by drawing on a wider range of experience. We were asked to feedback on this at the November meeting.

**6. Friends & Family**

Request for members of the PPG to take it in turns to come to the surgery, to give out the feedback forms to patients. Overall consensus is that they would be happy to help.

**7. Surgery Updates**

Staff – Currently have ST2, ST3 and FY2 training at the practice.

Dr Paul Collins has now become a salaried member of staff at the practice.

Dr Caroline Jepson will be joining the practice on a part time basis working a Monday and Tuesday at Bloomfield and a Wednesday at Urgent Care.

**8. Any Other Business**

DC – update on veterans letter regarding referral to specialist orthopaedic clinic, Oswestry – AL to pass to GC for GP Friday meeting.

**Details of Next Meeting**: **Tuesday, 20th November 2018**