

## **PATIENT PARTICIPATION GROUP (PPG) OF COURT THORN SURGERY (CTS)**

### **Minutes of meeting 8.5.17.**

- 1. Present:** Tony Lainsbury, John Poland, Lauren Watson, Dr Sutton, Jennie Sutton, Sally Budd, Rachael Somerville, Dr Grainger. Margaret Riches, Bobby Williams, Joyce Ousby and Georgina Beattie.
- 2. Apologies:** Catherine Robinson, Vikki Sant and Sally Hardcastle.
- 3. Minutes:** The minutes of the previous meeting were accepted.

#### **4. Practice Update:**

Staff - Dr Grainger said that the Practice was very busy and currently there was only Rachael and him to handle the administration. He was now the Registered Manager in place of Doctor Harris, who was now working as a locum. There will be new lighting installed in the Patient car park. A considerable amount of time is being taken up with a very vexatious patient. Thanks to a generous bequest the Practice was preparing to invest in an electronic ECG and a 24 hour blood pressure monitor, both of which can be used to automatically update patient's records. There was a shortfall of circa £1,600, which had been discussed with members of the PPG. Lauren Watson raised a query re allowing the practice defibrillator to be used off site in an emergency. Some practices, quoting the CQC as guidance, had refused access to their defibrillator resulting in 4 deaths. Dr Grainger said access to the Practice defibrillator would never be refused and more likely any available doctor would take the defibrillator to the emergency. It was agreed that contact be made with CQC to obtain clarification either by the Ambulance Service or the Practice.

#### **5. Prescription Delivery:**

Rachael circulated copies of the recent survey of the Prescription Delivery Service. 25 returns out of 35 sent out had been received. All the comments were positive with over 90% rating their experience as excellent. It was felt that 1 patient might be abusing the service and this was noted and will be monitored by the Practice. The bank balance is healthy at £4,478. The service is costing £60 to £70 per month. The meeting agreed to record their thanks and appreciation to those, who provided this service. Jennie agreed to pull together a report both for the service users, the Patients and the wider community and the local media.

#### **6. Eden Funding Event.**

Margaret Riches attended the above event on behalf of the PPG. She provided an update on her visit. The main challenges appeared to be, did the PPG have a Constitution and were the services sustainable? There is a Constitution in place. The inference re sustainability was the challenge. Do we make a charge for the PDS or other services or fundraise and not rely on grants. After due debate, the meeting agreed that it did not want to make charges and would consider fundraising, including welcoming donations. It was proposed that we provide more detailed feedback to patients about the cost of the PDS as well as the positive results of the survey.

It was agreed to put together a budget for the next meeting to cover not only the Prescription Delivery Service, but also a 'Wish List' from the Practice re items that would help both the Practice and the Patients.

#### **7. Sponsor a Heartbeat: Defibrillators:**

Balance of the account stands at £1,123.63, which includes interest, recently received of £1.79. John reported that the time had come to wind up the Sponsor a

Heartbeat campaign as all the installations were now complete or did not require any financial support from the PPG. The meeting agreed.

### **8. Use of balance from Sponsor a Heartbeat**

The meeting agreed to make up the shortfall of £1,600 for the purchase of the ECG and 24 hour blood pressure monitor. The meeting agreed that if the Practice wished to make the purchase soon, the shortfall of £476.37 would be taken from the General Fund, until fundraising has raised the amount.

Lauren Watson asked for financial help on behalf of First Responders. They have responsibility for the maintenance of 15 defibrillators in the area. The current costs are pads at £33 and a battery at £125. Costs would depend on usage and there would be a 3 year refurbishment programme linked to the date of installation. All monies raised are linked to the defibrillators in the area. It was agreed to raise £500 for this fund.

After debate it was agreed to hold a Quiz and a Raffle with the target of £1,000 viz., £500 for equipment and £500 for the upkeep of defibrillators. A provisional date of 19<sup>th</sup> October 2017 was agreed. It was agreed that to raise £1,000 we need full support from everyone and we need to start sourcing some very good prizes. Jennie kindly agreed to draft a letter to be sent out by the PPG Members to their contacts.

### **9. Seminars:**

The meeting reviewed the last seminar of 16<sup>th</sup> March, which had attracted around 40 people. It was a different type of presentation at this seminar in comparison to the previous seminar of the same name in 2014. Claire Maxwell from Scott Duff & Co and Jack Green from Carlisle Carers were very well received in particular. Claire almost had to be rescued as so many people stayed behind to ask her questions. Owing to a lack of consultation from Mrs May and No 10, the next seminar planned for 8<sup>th</sup> June has had to be postponed. The proposed new dates are either 21<sup>st</sup> September or 28<sup>th</sup> September. Margaret Riches will check the availability of the speaker for either of these dates. Lauren confirmed that either of these dates was acceptable for First Responders. It was proposed that Margaret check the availability of a local Stroke Association, who might want to have a stall at the seminar. She proposed to have a fundraising item for the Stroke Association on the night.

### **10. Awards:**

Jennie had applied on behalf of the PPG for an award to Learning Matter Awards. She had received an email confirmation that the PPG had been awarded a Highly Commended Certificate. There were 2 options available either to travel to Manchester and receive the certificate at an appropriate ceremony or to invite a representative to come and make the presentation locally. It was agreed that a local presentation would attract publicity for both Learning Matter and the PPG. Jennie was thanked for again putting forward the PPG and requested to contact them re a local presentation.

### **11. Any Other Business**

#### **a. Details of the PPG**

It was agreed to ask Nic to print off some of the details from the website for prospective PPG Members.

#### **b. Noticeboard**

Margaret asked if more pins can be used on notices on the display board as it is located in an effective wind tunnel.

Post Meeting Note. 4 pins are being used, but are regularly removed!

Local metal industry to be checked?

**Next meeting:** Monday 31st July 1pm to discuss Seminar arrangements and for an update on the Quiz. Meeting closed at 2.21 pm.

