



## PATIENT PARTICIPATION GROUP

### Minutes of the Meeting held on Friday 14 October 2016

**Present:** Gemma Jackson (Chair), Patricia Exon, Liz McCornick, Jim Thompson  
Patsy Ormrod, Sheila Smith, Jean Thompson, Amy Sissons

**Notes:** Beverley Fryers

#### 1. Welcome and apologies

Joyce Jones was welcomed to the meeting.

Apologies were received from Dr Felicity Guest, Betty Tyrrell, Marjorie Ellison, David Jones and Howard Ballard. All the apologies were noted.

#### 2. To approve the minutes of the meeting held on Friday 9 September 2016

The minutes of the last meeting were approved by Patricia Exon and seconded by Liz McCornick.

#### 3. Matters arising

##### 3.1 Possible resignation of Chair

Gemma explained that she had recently spoken to Howard Ballard. She reported that he was currently in negotiation with his new employer about his hours of work and would let Gemma know if he was able to continue as Chair.

##### 3.2 Feedback from Dr Guest re Stanah School

In the absence of Dr Guest, Amy explained that she would get the name of the contact at Stanah School and progress the idea of commissioning the children to do some art work for displaying in the waiting areas. The subject would be healthy living and would be school-led as part of the curriculum. It was hoped that when the children's work was displayed it might attract younger members to the PPG.

At this point both Gemma and Liz stated that they had a couple of people (one from the Carleton Branch) who had expressed an interest in joining the PPG. This was welcomed as the Group had recently lost the Secretary and Vice Chair and may lose the Chair. **BF agreed to contact the Carleton patient.**

#### 4. Feedback from the Flu Clinics

The following feedback was received:

- Patricia Exon reported that she had attended the second flu clinic and had been asking patients to complete a smoking cessation data form. She stated that only two had declined and overall she had had a very good reception. She stated that it was interesting finding out how many had given up in the last 10 to 20 years. She added that she was also giving out the Pharmacy+ leaflets as well. It was noted that the Practice is judged on its smoking cessation advice. **It was agreed that BF should update the form to show how long smokers had been stopped rather than the year they had given up.** Advice can be given

and a specialist nurse is in on Mondays to target mild to moderate COPD sufferers before they become severe.

- Patsy Ormrod reported that at her session she was quite busy and people were very friendly.
- Liz McCornick reported she had been focusing on carers and there had been quite a few. The Practice needs to keep up to date data and at present 350 people are registered as carers. Gemma added that there are lots of poorly people who are vulnerable and knew nothing about the wellbeing service offered by Lancashire County Council.
- It was noted that the clinics had been very busy at times and that more volunteers were needed.
- A discussion took place about the text message that had been sent to patients, including all eligible children. It was noted that we can only vaccinate children up to school age. Members agreed that the text message was wrong and that the reply option should be YES not NO. **Amy agreed to look at MJog with Liz Thompson** and take members' comments back. She stated that this was the first time that text reminders had been used.
- 800 vaccinations had been done at the flu clinics but it had been noticed that pharmacies can capture people as they come into the shops. Gemma asked how soon clinics would need to start to get one step ahead of the pharmacies and Amy stated that next year she hoped to be able to negotiate with Lloyds and to look at a business plan/costs to the Practice. **Amy agreed to bring the full stats to the next meeting.**
- Amy then highlighted that McMillan Coffee Morning that had taken place alongside an additional flu clinic which had been a tremendous success. The event had raised £250 and Amy wished to thank everyone for their efforts and for the baking.
- Following the capture of information on carers at the flu clinics, they had been invited to attend the coffee morning and were given the opportunity to hear about the work of N | Compass, the wellbeing service offered by Lancashire County Council who were present. This service looks at the needs of carers and cared for people and is fully funded by the Council.

## 5. Agreement of Exercise Booklet

It was noted that this project needs to be agreed and signed off as quickly as possible. Liz reported that the Carleton patient who had expressed an interest in joining the PPG was also involved in football. He is involved with Age UK and Blackpool Community Trust and had started a walking football club recently at Stanley Park. Amy added that she knew someone at Fleetwood FC and would contact him to find out what is happening there.

It was agreed that the Exercise booklet needs to be more eye catching and exciting and Amy stated that she would give it to Louise Latham to produce. Louise would be asked to incorporate activities for all different age groups.

## 6. Self-Care Week – 14 to 20 November 2016

The group noted that Self-Care Week will be on 14 to 20 November but it was felt that the Virtual Group needs to be brought on board to provide more support. It was agreed to contact the Virtual Group and ask if they could offer their support to hand out leaflets at either Thornton or Carleton during Self Care Week.

Pharmacy+ will also be promoted during Self Care Week. This is a new scheme being trialled in Fylde and Wyre which offers advice and treatment at local pharmacies and, if successful, will relieve pressure on GPs. Pharmacies would provide feedback to the CCG and if the service is under-utilised it will be cancelled. It was hoped that 15 to 20 volunteers would offer to do an hour each over the 5 days in the morning (9am to 11am) or afternoon (2pm to 4pm). Volunteers will be asked to hand out leaflets and promote the benefits of Pharmacy+.

It was also agreed that Patient Access should be promoted as this is a fundamental piece of information for patients.

## 7. Engaging the Virtual Group

Patricia Exon reported that she had been researching PPGs and she distributed a leaflet she had produced outlining what a PPG is. **Sheila Smith stated that the reading age was too high and she agreed to alter the leaflet and lower the reading age.**

**BF agreed to send an email to the Virtual Group re Self Care Week. ✓ Done – 21.10.2016**

## 8. Any other business

### 8.1 Opening hours

There was some discussion about the opening hours notices at entrances and some patients thought this meant that Thornton Practice is open until 8pm. Amy explained that the building is open until 8pm and that it can be used. As this was causing confusion, Amy agreed to update the posters with the opening hours of Thornton Practice, Village Practice and Lloyds Chemist.

### 8.2 Blue Crest Health Screening

Patsy Ormrod stated that she had received an invitation to attend a health screening appointment from the above company and wondered whether it was worth it. Amy stated that patients over 40 are entitled to a free NHS health check.

### 8.3 Patient donation

Joyce Jones explained that her recently deceased husband had bequeathed a donation to the Thornton Practice and she had come up with the following suggestions for how the money could be spent:

- Setting up a bursary
- Buying talking books for patients to borrow

This led to a discussion about the closure of Thornton Library and what will happen to the resources. Gemma stated that she will ask whether the medical centre can have use of them.

## 9. Date of next meeting

It was agreed that the next meeting will take place on Friday 18 November 2016 at 2pm in the Board Room.