



PATIENT PARTICIPATION GROUP

Minutes of the meeting held on Friday 19 May 2017

Present: Gemma Jackson (Chair), Sheila Smith, Patricia Exon, Liz McCornick, Patsy Ormrod
Ann Butters, Amy Sissons

Notes: Beverley Fryers

1. Welcome and apologies

Apologies were received from Dr Felicity Guest, Betty Tyrrell, Jim and Jean Thompson, Marjorie Ellison, David Jones and Michelle Marsh. All the apologies were noted.

2. To approve the minutes of the meeting held on Friday 21 April 2017

The minutes of the meeting held on Friday 21 April 2017 were approved by Patricia Exon and seconded by Liz McCornick.

3. Matters arising (not covered on the agenda)

Gemma reported that the Chairs' meeting had been cancelled. She stated that the presentation she should be given will now be put back to when she can attend.

Amy gave the group some feedback on the recent staff team building event and also highlighted that the Practice has recently been the victim of 2 malicious fire alarms caused by youngsters damaging the 'break glass' alarms in the corridor. She reported that The Gazette will be running an article this evening and the Police are visiting local schools today to raise awareness of the seriousness of this type of vandalism.

4. Children's Visit to the Art Display feedback

Feedback was given on the recent visit by the children from Northfold School who had produced the art work currently on display in the waiting areas. Members of the PPG, Amy and some GPs had met the children and some of them had been interviewed by a radio station.

It had been a delightful afternoon and Gemma had subsequently emailed the head teacher of Northfold to say what great ambassadors the children had been for the school and that the PPG would like this to be an ongoing partnership.

This project had been a real success story.

Gemma also stated that nationwide PPGs represent 10 million patients and therefore have a lot of influence which should be used to best advantage.

5. Future Plans following Bev Sykes' visit

Marjorie reported that she had already researched what similar things are going on in this area and mentioned that there is a huge amount of information in the local Link magazine. Patricia also outlined the work that she carries out in Blackpool.

The Linden Centre at the Hospice was discussed and it was agreed that the best way to cascade information to patients would be at the next big event taking place at the Practice, ie the Flu Clinics. It was noted that the Community Room will be used for the Flu Clinics and the Practice will ensure that the door the Pharmacy is closed.

Patsy highlighted that following the recent Council elections, Wyre Council are hoping to reopen local libraries.

6. Plans for PPG Awareness Week and Patient Access

PPG Awareness Week will be taking place from 19 to 24 June 2017 and members agreed that they will be having a presence in the Practice, speaking to patients and bringing their attention to a number of initiatives such as the Patient Access app (My GP), the new additional appointments availability at Freckleton and Fleetwood and the upcoming PPG AGM.

Amy informed the group that the Prescribing Team have recently been moved down to Carleton Branch. She explained that the Prescriptions line (Option 3 on the phone) is open from 9:30 to 12:30 and if a patient rings out of these hours, they can be transferred to the full-time Prescriptions Clerk at Carleton. It was suggested that the phone message could be changed to reflect this.

Members then highlighted a number of issues as follows:

- Sheila complimented Amanda and Richard who had been on reception last Friday.
- It had been noted that the check-in machine had not been working recently and some patients had asked if there was another way of confirming their arrival. AS will feed these two comments back to reception.
- A lack of advance bookings was highlighted and Amy confirmed that she is investigating. However, she stated that some patients advance book an appointment and then cancel on the day of the appointment. She said that the Practice's Business Analyst is currently looking at the number of appointments which had been cancelled, used and booked on the day.
- Patricia had recently given a talk on the NHS and she had been surprised that no-one knew what a PPG was. Following an explanation of PPGs, Patricia reported that they had all been very interested.

A discussion then took place about attendance at Thornton Gala following an invitation to have a stall on Sunday 11 June on Jubilee Park from 1pm to 4pm. Arrangements were drawn up and a rota agreed but subsequent to the meeting it was decided that attendance at the Gala should be cancelled. It was agreed that the PPG should concentrate on holding an event at Morrisons in the near future.

Amy highlighted the recent Cyberattack and stated that following this the Practice's profile on Facebook has increased immensely.

7. AGM Notice and Core Membership for 2017/18

Gemma reported that there will be some changes to the Core Group in the coming year as Jim and Jean Thompson and Betty Tyrrell were unable to carry on their membership therefore 4 new members would be required. It was agreed that a notice should be sent to the Virtual Group informing them of the upcoming PPG to see if there was any interest.

Liz stated that someone to back up the Chair would be required in the short term.

Jim, Jean and Betty were thanked for their invaluable contributions to the PPG over the past 2 years.

8. Any other business

Amy reiterated that discussions about the installation of a TV are still ongoing with Village Practice.

9. Date of next meeting

It was agreed that the next meeting will take place on Friday 21 July 2017 at 2pm in the Board Room. This will be the Annual General Meeting of the PPG.