



## **PATIENT PARTICIPATION GROUP**

### **Minutes of the meeting held on Friday 1 December 2017**

**Present:** Gemma Jackson (Chair), Patricia Exon, Patsy Ormrod, Ann Butters Marjorie Ellison, Elizabeth Andrew, Michelle Marsh, Howard Ballard, David Jones Laurie Peake, Dr Felicity Guest

**Notes:** Beverley Fryers

#### **1. Welcome and apologies**

At the start of the meeting, Michelle updated the group on the heating situation and stated that unfortunately it will take 2 to 3 months before it is repaired and working again.

Apologies were received from Michael Croft, Liz McCornick, Sheila Smith and Amy Sissons. All the apologies were noted.

#### **2. To approve the minutes of the meeting held on Friday 27 October 2017**

A proposal to approve the minutes of the meeting held on 27 October 2017 was received by Elizabeth Andrew and seconded by Howard Ballard.

#### **3. Matters arising (not covered on the agenda)**

##### **3.1 TVs**

No further update on installation of the TVs was available but Michelle stated that she will probably be chasing this up in the next couple of weeks.

#### **4. Feedback from Self Care Week**

Gemma circulated the paper she had prepared containing the main outcomes from Self Care Week. She stated that there was positive feedback in general but various people have issues which are relevant. The main issues discussed were as follows:

- The 'Out of Hours' service where appointments are offered leads patients to understand that an appointment is available at Thornton. Michelle agreed to look into this to see if the message can be clarified.
- The Newsletter and the Patient Information booklets had been very well received and worked as icebreakers. They also served as handy reference books for some patients as they contain useful information and phone numbers.

- A few patients had experienced mix ups concerning whether their appointments were at Carleton or Thornton. Michelle agreed to check what is happening with regards to on-line bookings when this mix up seems to occur.
- The times when the doors at Carleton are opened in the morning would also be investigated as sometimes they were not unlocked sometimes until well after 8:30. This would mean that patients who had an appointment at 8:30 would be late going in to see the GP or Nurse and therefore this would have a knock on effect throughout the morning.
- There were a number of issues raised regarding the Pharmacies and especially the removal of the facility to order repeat prescriptions.
- A couple of groups were mentioned, details of which should be included in the next Newsletter:
  - A 'chat' group which meets twice a month in the Community Room at the Medical Centre
  - Dementia Angels which needs its profile raising in the area.
    - *(Beverley sent an email on 4.12.2017 to Gemma and Howard asking them to send some information)*

## **5. Feedback from Chairs' meeting**

Gemma updated the group on the Chairs' meeting and highlighted the following:

- Consultants' letters and the time it takes for them to reach GPs. This has been an ongoing discussion at meetings since January. Sometimes letters are taking 6 months to get to a GP. This was a trend across all the Practices. Dr Guest stated that she is fairly sure that as from April next year minimum standards will be set when letters will have to reach GPs within 7 to 14 days.
- Pharmacies were a definite trend.
- Commissioning Support Group regarding their draft policy on cosmetic surgery and that only 10 out of 24 procedures will now be funded by the NHS and only for medical reasons, not appearance.

## **6. Friends and Family Test (standing item)**

In the absence of Amy Sissons, this item was not discussed.

## **7. Notice Board overhaul**

Suggestions were required for changing the notice boards to ensure they are up to date and relevant, and also how often they should be changed. Colleagues were asked to think about this and to bring suggestions to the next meeting.

With regards to the proposed link with Millfield, Amy agreed to make contact with the Headteacher to see how a project can be taken forward. It was noted that there is currently a lot of focus on child mental health and this could be a good subject to concentrate on using art work and maybe drama.

## **8. Poor take-up of Patient Access**

One group member had expressed concern that patient access was too difficult but it was noted that staff would be happy to help any patient who was struggling. It was noted that there may be a big uptake in January and that it would need to be promoted in January. Amy suggested looking at a special day for patients to come in and sign on. Dr Guest stated

that the main focus should be on people signing up for practical things, such as repeat prescriptions, rather than booking appointments.

## **9. Christmas Lunch**

Numbers had now been confirmed and Michelle agreed to send these to Burnside on Monday.

## **10. Any other business**

### **11.1 Education Awards**

Gemma reported that she had been invited to attend the 8<sup>th</sup> annual Gazette Education Awards for schools across the Fylde Coast as Northfold had been nominated for a Health and Wellbeing award following the art project that they had done and which had been displayed in the waiting room. The school had been nominated by the Gazette and Gemma was very pleased to report that they had won. Gemma had given the acceptance speech on the night and she was delighted to have attended.

### **11.2 Badges**

Michelle agreed to order badges for Michael, Ann and Laurie

### **11.3 Thank you**

On behalf of all the GPs at the Practice, Dr Guest wished to express their appreciation for all the hard work that the PPG has done. The GPs are very proud of the group.

## **12. Date of next meeting**

The next meeting will be on Friday 19 January 2018 at 2pm.