



PATIENT PARTICIPATION GROUP

Minutes of the meeting held on Friday 26 October 2018

Present: Liz McCornick, Patricia Exon, Patsy Ormrod, Kath Galvin, Dennis Harding
Irene Harding, Elizabeth Andrew, Marjorie Ellison, Howard Ballard, Ann Butters
Jill Davidson, Gemma Jackson (Chair), David Jones, Amy Sissons

Notes: Beverley Fryers

1. Welcome and apologies

Apologies were received from Michelle Marsh and Steve Tingle.

2. To approve the minutes of the meetings held on 15 August 2018

Following a couple of amendments, ie Liz McCornick had sent apologies and Dennis Harding would not be doing the Listening Table on 19 November, the minutes were approved.

3. Matters arising (not covered on the agenda)

3.1 Feedback from Listening Table – 25 October 2018

Kath reported on her Listening Table which she held yesterday and said that advanced appointments came up. Amy stated that we are going to trial triage appointments.

Patricia reported that one lady's opinion had completely changed for the better regarding appointments with nurses.

4. Feedback from Flu Clinic

The clinic had been very busy from 7:45 onwards with people queuing before the building had opened. 1200 patients had been vaccinated on the day. Unfortunately, when the vaccines had run out, patients were still receiving text messages to come down to the surgery for their flu injection. This had resulted in angry patients and it was very difficult to explain what had happened. Staff had had to turn people away resulting in confrontations which were very upsetting. Even at the Listening Table yesterday, people had still be complaining about it.

Amy tried to explain what had happened regarding the text messages and the IT provider had told us that they are sent through in batches. A lesson had been learned in that the Practice will not send any more messages on flu clinic days but will send them a few days before.

An additional clinic will be held on 17 November; from 9:00 until 11:30 will be for pre-booked appointments and 12:00 until 2:30 will be for walk-in patients. Liz Thompson will be communicating this next week. Volunteers from the PPG to help out would be more than welcome.

5. Impressions from CQC Visit

Amy reported on the CQC visit and stated it had been a very thorough inspection. She explained that at the last inspection in 2014 the Practice had not had a PPG and this had been highlighted in the inspection report. Since then of course, the PPG had been formed and the inspectors had been very impressed with the work done since then.

Although the full report is not yet available, Amy stated that there had been no breaches and just a couple of areas had been mentioned as needing sharpening up.

6. Self-Care Week

Historically the PPG have always been very proactive during self-care week and this year will be no exception. Self-Care Week runs from 12 to 16 November and the PPG intended to focus on:

- Bowel and Cervical Cancer screening
- NHS Health Checks
- Big White Wall

Kath had agreed to hold a Listening Table on 12 November and it was hoped that the Community Room could be booked for Steve to hold a Cancer Care session.

Another request to the Virtual Group will be sent asking for volunteers to help out during the week and Patricia agreed to put out a notice on Facebook.

A draft rota for Self-Care week was drafted as follows:

- Monday 12 November – Irene at Carleton and Kath at Thornton (AM)
- Tuesday 13 November – Elizabeth (AM)
- Wednesday 14 November – Patsy (AM) and Gemma at Carleton (AM)
- Thursday 15 November – Ann and Jill at Carleton (AM)
- Friday 16 November – Patricia (AM)
- Liz stated she is willing to fill in as and when required

The agreed version will be circulated by Gemma.

Amy reported that she has just been to meet with Fleetwood Town Community Trust who want to work with us on social prescribing. She has been given details of a number of activities they hold at various locations and these will go in the Winter Practice Newsletter and the WIN Booklet.

7. Any other business

7.1 Visit to Spire Fylde Coast Hospital

Everybody gave their impressions of the visit to the Spire Fylde Coast Hospital on 25 October and agreed that it had been very informative. It was noted that 80% of the 27 beds are usually occupied by NHS patients who are in for elective surgery only and must not have any major health issues as there are no emergency facilities on site.

7.2 Lack of on-line appointments

This was raised by Marjorie and Amy agreed to email Liz and James.

8. Date of Next Meeting

The next meeting is scheduled to take place on Friday 30 November 2018 at 1:30 in the Board Room.