

**Present:** John Noblett, George Hill, Elspeth Swan, Mary Little, Kath Johnson, Freda Feasby, Mary Stamper, Sue Gallagher, Malachi Prior, Gwen Lattimer

**Apologies** Sue Clark, Sheena Norman, Mary Little, Hilary, Rod

**Elspeth warmly welcomed Malachi Prior** from Port Carlisle who is interested in being the Young People's representative on our group. Malachi introduced himself, and talked about his work with Allerdale Youth forum, which feeds into the Youth parliament.

**Minutes** Received and Read

### **Matters Arising ( from August 12<sup>th</sup>)**

#### **Flu/Shingles Vaccines.**

Staff reported a good uptake for the flu/shingles vaccines - 805. The changes to the number and length of sessions were particularly helpful for medical staff. There was some discussion about venues, in particular Kirkbampton, which has a rather complicated layout, but it was felt that people are used to this venue. A change of day was also considered, since the Kirkbampton school hall is always in use. **ACTION discussion next meeting.**

**Website** We now have a page for the PPG, and will post minutes of our meetings and names of the patient group. **ACTION Jo Paisley**

**Air quality** in the waiting room remains problematic. **ACTION: Surgery team**  
**Named GPs for patients over 75 years of age.**

The poor quality of the letter regarding this service had been noted and action taken.

#### **Care Quality Commission Pilot Inspection of Kirkbride Medical Practice.**

The Surgery Team are given 2 weeks' notice of Inspection, and expect another inspection before 2016. John reported that the vast majority of practices have been rated GOOD, with 4 achieving OUTSTANDING.

### **Matters Arising (from November 5<sup>th</sup>)**

**Name Badges.** These are now being worn by Surgery Staff.

**Engaging with Young people.** Sue and Kath are going to attend a session with the A level Health and Social Care students at Caldew School, for an exchange of ideas and information. See below.

**West Cumbria Carers** it was agreed that their input at the Flu clinics was effective and welcome. The PPG would like to hear a presentation from them about the services they offer **Action Jo**

## Affiliation to the National Association of Patient participation Groups.

The group would like to affiliate.

Action Jo

## Friends and Family Test

The Surgery team reported a good response, and Elspeth brought some samples to read. Most were very positive, and particularly complimentary about the manner in which they were received and treated. The extra question was "Please give your reasons for the rating you have given". A couple had some negative points

Parking: not enough spaces; too far to walk once you'd parked: why can't we use more land and add some spaces? John informed us that the Practice were refused planning permission for more spaces because of the access on to the main road which is deemed difficult. The Practice staff also have concerns about the impact on Kirkbride residents.

Not enough appointment times with Practice Nurses. From March, a Healthcare Assistant will join the team, and she will be able to carry out a number of health procedures eg: phlebotomy, so this will add more appointments, and mean that those checks required prior to further action/referral can be carried out.

## YOU SAID WE DID

It was agreed that this latter issue would be a good example, along with name badges, to publish on the website and in the newsletter and the waiting room.

**Action Surgery team**

## AOB

**Meeting with students of Health and Social care at Caldew School.**

**Feb 24<sup>th</sup>**

As part of engaging with Young People, Kath and Sue are going to meet this group for an informal exchange of information.

We are interested to know how helpful GP services are and what could be different/better, and what additional services they think should be provided.

They have asked us about

How PPGs work, feedback to GPs, CCQ Inspection and, more specifically in connection with a case study, what support is provided for a pregnant teenager and her family.

To assist us, John and Elspeth outlined their actions/services in respect of teenage pregnancy: giving the young person time for decision making was very important as well as: confidentiality; confirmation; dates; family involvement; background information; options in terms of ante-natal clinic, named midwife

services, and counselling. GPs have to judge a young person's competence in line with the Gillick competency and Fraser guidelines.

**Action Kath and Sue**

## **NEWSLETTER**

The group looked at draft newsletter and made further suggestions

- Include *You said, We did*
- Dermascope bought from the Patient Fund and Doctor Hewson's speciality in this area
- Further detail on the role of the newly appointed Health Care Assistant
- **And Finally - John has announced his retirement from General practice with effect from July. He would like a brief statement in the current newsletter, and information that the practice is actively recruiting a replacement.**

Newsletter to be redrafted and sent to the Surgery

**Action Sue and Jo**

**Next meeting: WEDNESDAY July 1st 2015 at 7.30pm at the Surgery.**  
**Please note change of day.**