

SABDEN AND WHALLEY MEDICAL GROUP

MINUTES OF THE PRACTICE PATIENT PARTICIPATION GROUP MEETING HELD AT WHALLEY MEDICAL CENTRE ON THE 9 FEBRUARY 2016 AT 6.30PM

PRESENT

Pauline Stewart	Dr ID Whyte	Katie Read	Shirley Baxter
Doreen Street	Vera Pearson	Gordon Dixon	Stephen Finn
Marion Teulon	Denis Teulon	Janine Telfer	Christine Bullamore
Margaret Harrison	Margaret Boden	Morag White	Susan Lockett
Nick Maclean			

Marc Schmid and Ben Greenwood (Communications Team, Blackburn with Darwen Council)

APOLOGIES FOR ABSENCE

Apologies of absence were received from Mr Diack, Mrs Sadler and Mrs Dawes.

MINUTES OF THE LAST MEETING

The minutes of the last meeting had been distributed to all members of the Patient Participation Group and were passed as correct.

OUTSTANDING ACTIONS

There were no outstanding actions from the previous meeting.

VIRTUAL PPG - MARC SCHMID AND BEN GREENWOOD

Marc and Ben introduced themselves to the group and gave the group some background on their roles and previous projects at Blackburn with Darwen Council. They told the members that they had recently been to a number of other surgeries to look at ways of using social media to interact with patients and improve patient engagement with the Practice. They outlined the benefits of social media including information sharing, patient feedback and reaching a wider audience which could be achieved using sites such as Face Book.

Pauline felt that this would be a natural step for the Practice to take in the future as social media was a fast growing area. However, Pauline's concerns centred around the Practice being able to dedicate sufficient time to the project to make it worthwhile.

FEEDBACK FROM JOINT LOCALITY PPG MEETING

Pauline gave feedback from her Joint Locality PPG meeting regarding the Government's plans to introduce 8.00am to 8.00pm working. At present there was a lack of clarity about what was being asked for and the CCG were putting pressure on GP surgeries to introduce a new model of care. East Lancashire CCG want one model of care to be delivered across the board regardless of demographics and requirements.

Ribblesdale Locality would prefer to maintain quality rather than just increase quantity and been drawing up a proposals to include,

- Emergencies from 6.30pm to 8.00pm to be directed to an East Lancashire Clinical Care Hub to be triaged then directed to either Burnley or Accrington.
- Saturday morning surgeries at Clitheroe.

Pauline asked the group members if they would be willing to sign a letter regarding the new proposals.

East Lancashire Medical Services have withdrawn their provision of Out of Hours care at Clitheroe Hospital due to underutilisation and staffing problems and in the long term the proposals could destabilise ELMS.

ANY OTHER BUSINESS

The next meeting is scheduled for Tuesday 17 May 2016, 6.00pm at Whalley Surgery. Mr and Mrs Teulon gave their apologies for the meeting.