

## MINUTES OF CORE-GROUP MEETING ON 23RD JULY 2014 HAMBLETON SURGERY

### Present

Mr I. Gibson (chair)  
Mr. M. Worsley (vice-chair)  
Mrs H. Roberts (secretary)  
Mrs N. Worsley  
Mrs J. Firth  
Mrs S. Watson

### Chairman

Ian welcomed everyone and handed out copies of the Fylde & Wyre CCG's '*2030 Vision For Health and Care in Fylde and Wyre*' document.

He also gave an update on a recent CCG meeting where Dr Susan Salt from Trinity Hospice gave a presentation on behalf of the Hospice and Blackpool Teaching Hospitals NHS Trust regarding the new *North West End Of Life Care Model* which is being developed and which will replace the *Liverpool Care Pathway*, which is no longer used. The new procedure includes an 'Individualised Care Plan' which must take into account the wishes and views of the patient and family/carer to develop the actual care plan. The agreed plan will be documented and regularly discussed and reassessed. The patient and family will also be offered a diary that belongs to them, to record thoughts, questions etc. The patient will choose whether they wish to share the contents of the diary with the care team.

### Vice-Chairman

Malcolm described the recent 'Chairs of PPGs' meeting which took place at the CCG premises on 27<sup>th</sup> June. This meeting brought together representatives of 5 Practices, out of the 21 in the CCG area (not all have PPGs at this stage) and three staff members of the CCG. Feedback and lessons learned from the PPG Awareness Week were exchanged, Poplar House PPG provided a copy of their PPG brochure, and draft Terms of Reference for the group were agreed. Ian confirmed that these meetings will allow an extremely valuable exchange of experiences which will enable all PPGs to learn from one another and receive new ideas on how to become more effective.

### Apologies

Mr J. MacPhee

### Secretary's Report

The secretary had nothing to report.

## Minutes of the last meeting

These were taken as read, all agreed.

## Other Items

PPG/Practice Action Plan: in the current financial year, the NHS requires the PPG and Practice to agree a plan for 3 key improvements to be made. This requirement is directly linked to the monies to be paid to the practice having a PPG.

The choices suggested by John MacPhee were:

1. Patient Survey
2. New Practice website
3. Replacing the chairs in the waiting rooms (a cross-infection concern),  
or Disabled access.

After full discussion by the group, the unanimous choices were:

- 1. Patient Survey**
- 2. New Practice website**
- 3. Disabled Access**

Ian will put our views to the Practice via John MacPhee.

Helen suggested the group should also ask the Practice to replace at least some of the chairs with high-back chairs with arm lifts, to assist elderly/less-able patients

## A.O.B.

Mrs Firth pointed out that people cancelling appointments often could not reach the Practice, as all the lines are engaged. It was decided to ask the Practice if a separate line could be designated for people who wish to cancel appointments.

As some patients seem to be unaware of surgery opening hours, it was suggested that leaflets with this information should be made available for patients.

The question of transport for patients to the Medical Centre and hospital appointments will be looked into further. Ian is collecting available information and after summarising, will arrange a meeting with Cllr Vivien Taylor to discuss the position of Wyre and Lancashire County Councils on this matter. Ian has also raised this issue with Amanda Bate from the CCG.

Helen will contact all PPG members to invite suggestions for the Patient Survey. The Core Group will meet again in 4 weeks' time to collate the results ready to present to the Practice.

**The date of the next Core-Group meeting is Wednesday 27th August at 2pm in Hambleton Surgery.**

Ian thanked everyone for attending and the meeting closed at 3:45pm