

PATIENT FORUM at the Over Wyre Medical Centre

MINUTES OF THE PPG MEETING ON WEDNESDAY 12TH SEPTEMBER 2018 AT OWMC

PRESENT

Dr Totty, J MacPhee (Practice Manager), L Bond (Office Manager),
M Clarkson (Nurse Practitioner), I Gibson (PPG Chair), M Worsley (PPG Vice
Chair), H Roberts (Secretary)

1. WELCOME

Ian welcomed members and OWMC staff.

2. FYI DIRECTORY - GUEST SPEAKER

Ian introduced our guest speaker, Kerry Cossens from Wyre Council.

The FYI Directory is a free-to-use online comprehensive source of information covering a wide range of local health and council services, community clubs, social groups, childcare providers, wellbeing activities and events. The user can choose to search in Fylde and Wyre or Blackpool areas. The directory will help people find information on, for example, a group they could join in order to meet people who share their interests. In this way, it can be a powerful tool in helping to combat loneliness.

Kerry has been tasked with raising awareness of the benefits of the directory with both potential users and with organisations who ought to be listed there.

Residents who do not have a computer can phone with their query and will be given information there and then - and can opt to receive that information by post.

Health professionals can also use the directory to help signpost a person to an appropriate support organisation.

It was mentioned that PPGs and other groups can also help raise awareness of the service, encourage groups of which they may be a

member to ensure that they are listed in the directory – and, importantly, that the listing be kept up to date.

Ian thanked Kerry for coming and for giving such an interesting talk.

3. MINUTES OF THE LAST MEETING

- a. Mr Swarbrick again urged the practice to make any correspondence with patients simpler to understand, especially avoiding the use of abbreviations that would be meaningless to many people. Dr Totty was very sympathetic to the request and replied that the practice ought to use plain English. He promised to raise the matter with colleagues.
- b. Mrs Butler asked if the new houses will add a burden to the practice. Dr Totty said it was a wait and see situation.

4. APOLOGIES

N Worsley, J King, M Forrest, C Anderson

5. ELECTION OF PPG CHAIR, VICE CHAIR AND SECRETARY

- a. Alison Harrison had shown interest in the position of Chair. She was invited to leave the room whilst members voted. Alison was voted in by the group. Having previously put forward her name, in her absence, Jeanie King was voted in as Vice Chair. No-one had shown interest in the position of Secretary.
- b. Dr Totty thanked the retiring officers for their efforts over the last five years and gave each a gift and a card. Ian said it had been a pleasure and a privilege to work with a great group of people and also thanked the practice staff for their unstinting support of the PPG. Helen said she hoped that members would always bear in mind the words “people may not remember what you have said, but they will always remember how you made them feel”.

6. PRACTICE UPDATE

John updated the group on events taking place within the practice.

- a. The practice is interviewing for a replacement for Health Care Assistant (HCA) Angela Mason, who has found a post nearer to her home.
- b. Flu Clinics for over 65s were to commence on 22nd September, with further sessions scheduled for 29th September, then 6th and 13th October. For those aged 18 to 65 in 'At Risk' categories, mid-week clinics will be arranged during surgery hours.
- c. Two GPs in their final stages of training are working at the practice for six months and are a welcome additional help for appointments.
- d. Dr Marland is still on Sick Leave and Dr Kew is standing in for him.
- e. Dr Lynch retires on 4th December 2018. He has been short-listed for Dr of the Year, in the Gazette's Health and Heroes of the Year. Helen asked if a new message will be recorded for patients telephoning the practice. Dr Totty said it was in hand.
- f. The proportion of patients registered for online access currently stands at 28.68%, which is above average for the country. Helen suggested that the group could use the Flu Clinics to again highlight the benefits of online access.
- g. John thanked Ian, Malcolm and Helen for their efforts over the past five years.

7. ANY OTHER BUSINESS

- a. National Self-Care week will run from 12th to 18th November, the PPG could be involved. Kerry Cossens had confirmed that Wyre Council will help publicise and provide other material. OWMC can be used as an information point, for people to drop in and pick up more information about self-care, wellbeing opportunities with the YMCA, health walks etc., with PPG presence as and when possible. Wyre Council will drop off and pick up their materials.
- b. The School Health Education Project is ongoing.

- c. The analysis of the recent Patient Survey has been read by the partners and staff and where appropriate will be used to seek improvements.
- d. Simone and Lorraine are preparing another set of statistics for the next meeting.
- e. Amanda (Nurse Practitioner) is hoping to form a group to support breast cancer patients. Two PPG members showed interest and offered to be involved.

Ian closed the meeting and once again thanked everyone for attending.

Date of the next meeting – TBA
