

# Patient Participation Group

Minutes of Meeting held on Tuesday, 13<sup>th</sup> February 2018

## Present:

Ann Lewis	Patient Services Lead (AL)
Marjorie Willoughby	Patient (MW)
Donald Clough	Patient (DC)
Stephen Gomersall	Patient (SG)
Simone Wood	Patient (SW)
Peter Leedale	Patient (PL)
Gillian Wood	Patient (GW) – New member
Beverley Clark	Patient (BC)

## Apologies:

Gary Cunliffe	Practice Manager (GC)
Dr J Pollock	GP (JP)

## 1. Introductions

Gillian Wood was introduced to the members of the group as tonight was her first meeting since joining the group.

## 2. Bill Stemp

AL announced that Bill Stemp has resigned from the group due to having other commitments and no longer having the time to attend the Bloomfield PPG. His resignation letter was read out to the group. A 'Thank You' letter has been sent out to Bill to thank him for his commitment whilst being part of the Group.

## 3/4. Minutes of the last meeting and matters arising from the meeting

The minutes from January 9<sup>th</sup>, 2018 were discussed – no issues raised and minutes were approved. Actions from the last meeting were also discussed and approved.

## **5.PPG Network Meeting – Meetings for 208**

The first meeting of 2018 was held on Monday 29<sup>th</sup> January 2018 at the new venue at Tesco Supermarket, Clifton Retail Park. Ann, Gary and Peter attended this meeting. AL went through the agenda from the meeting to highlight what was discussed. Hilary Armitage, QUIPP Pharmacist was invited to the PPNG and was able to answer a few questions that members of the group had or raised. The PPNG are looking to invite a guest speaker to attend these meetings in future so if our own PPG members have any topics they would like discussed they need to let the PPNG know. There was an update on Health watch, who are supposed to be attending the PPNG meetings but unfortunately there was no attendance at this meeting. The PPNG Terms of Reference was discussed, once this is finalised the PPG can have sight of it. There was discussion around the Assisted conception policy – the policy along with a questionnaire was given out to the PPG group to take home, read and complete the questionnaire – questionnaire to be returned to AL by the end of February.

NHS Fylde and Wyre Patient Participation Group and Empowering Communities Conference – Thursday 22<sup>nd</sup> March 2018 at Ribby Hall, Wrea Green - 9.30am to 4.30pm – interested group members to let AL know asap.

Each practice at the PPNG group is asked to update information about their own Surgeries. Bloomfield updated the following: New Practice Manager (Gary Cunliffe), Bloomfield Facebook Page, Patient Access and dealing with DNA's.

## **6. Beverley Clark**

Beverley brought in some information leaflets and a poster from the National Osteoporosis Society to display in the Waiting Room to raise awareness about the condition. Beverley also gave out application forms for anyone wanting to become members of Blackpool Victoria Hospital. If anyone is interested please fill out the forms and hand back to Beverley. There are 3 levels of membership:

**Level 1** – receive members' newsletter and voting information only.

**Level 2** – As level 1 plus take part in surveys, consultations and questionnaires.

**Level 3** – As level 1 and 2 plus involvement opportunities, such as, attending seminars/events, taking part in discussion groups, volunteering for the Trust and/or standing for election to the Council of Governors.

## **7. Surgery Updates**

### **DNA's (Did Not Attend)**

Group members were updated on what is currently being done to reduce the number of DNA's at the surgery. Monthly and weekly figures are displayed in the surgery on posters; envisage monitors as well as on the website. Letters are being sent to patients at different stages of their non-attendance cycle. Advice has been sought by PCSE (Primary Care Support England) as to what procedure we follow if we need to remove a patient from the practice – the relevant forms have also been sent to us. It was confirmed that Bloomfield Medical Centre has legal rights to be able to remove patients from the practice.

We are trying to educate patients on how easy it is to cancel their appointments allowing other patients to be able to be seen sooner.

**Facebook** – Bloomfield Facebook is now up and running and the old page has been removed. Gary and Ann will be Admin on the page and will be able to 'vet' what comes in and what can be shared etc. We will have more control of the page and anyone with complaints or bad comments will be dealt with 'off line'. We are posting information every day and it's a useful tool to communicate with patients.

**New Self Check In Screens** – we will be having new screen installed over the next few weeks, there will be 2 in the surgery, and this will hopefully alleviate long queues in reception at busy times.

**New Staff** – Levi has now started with us and we are able to have more staff on reception and the phones during busy times.

## **8 Survey – Final Draft**

The final draft of the Survey was handed out to the members of the group to take away and read through it. We will confirm in the next meeting if we will be going ahead with this version.

## **9 Any Other Business**

Question was raised regarding what support the surgery offer to stroke patients. AL to ask.

**Details of Next Meeting: Tuesday, 20<sup>th</sup> March 2018 at 5.00pm**

# Actions

	Outstanding
	In Progress
	Completed

DATE	ACTION	ACTIONED BY	DATE TO BE COMPLETED	
13/02/2018	Interested members of the group to fill out application for Become Members of Blackpool Victoria Hospital	ALL	ASAP FOR BEVERLEY	
13/02/2018	Group members given copy of final draft of survey for comment - final decision to be made at next meeting	ALL	20/03/2018	
13/02/2018	Policy of Assisted Conception given out to Group along with Survey - group to read and send surveys back to Ann	ALL	28/02/2018	
09/01/2018	Finalise Survey in readiness for next meeting	Ann Lewis	13-Feb-18	
21/11/2017	Send Nathan email address of all Bloomfield PPG Members - to be invited to PPG Network Meetings	Ann Lewis	Completed	
21/11/2017	Survey - group members to look at example surveys and feedback to the group on which one is best to use at the next meeting	Ann Lewis	By 9th January 2018 By 13 February 2018	
21/11/2017	Develop Facebook Page	Gary Cunliffe	ASAP Completed	