

Patient Participation Group

Minutes of Meeting held on Tuesday, 17th April 2018

Present:

Ann Lewis	Patient Services Lead (AL)
Gary Cunliffe	Practice Manager (GC)
Donald Clough	Patient (DC)
Simone Wood	Patient (SW)

Apologies:

Peter Leedale	Patient (PL)
Marjorie Willoughby	Patient (MW)
Beverley Clark	Patient (BC)
Stephen Gomersall	Patient (SG)

Dr J Pollock (JP)

1-2. Minutes of the last meeting and matters arising from the meeting

The minutes and actions from last PPG Meeting on March 20th 2018 were discussed – no issues raised from the minutes. Actions – postpone dates for members of the group to come to surgery to assist patients with Bloomfield questionnaire – dates TBC

3. Details of next PPNG Meeting & TOR

The PPNG was held on Wednesday, 28th of March 2018 at the Meeting Room, Tesco Supermarket, Clifton Retail Park. In attendance from Bloomfield Medical was GC, AL, MW, PL. Brief summary from the previous meeting minutes were highlighted in the meeting – no visiting speaker at this particular meeting. Members were reminded that if they had any ideas on guest speakers for the PPNG to let the group know.

Members of the group who would like to attend need to be in the foyer of Tesco at 1.15pm. Anyone from the Bloomfield PPG can attend and are encouraged to represent the group and it's an opportunity to meet other PPG members from other surgeries.

4. Surgery Updates

Integration 2020 – AL reminded the group about the Integration 2020 Event on the 24th April 2018, held at DeVere Hotel. This is an opportunity for members of the group to have a say about aspects of their community. SW said she may be able to attend with AL.

GP Access Survey – The CCG are undertaking some public engagement to assess public attitudes and awareness towards extended access appointments. This is a short survey that can be accessed on line via the CCG Website or promoted in surgeries. SW has volunteered to come to the surgery on Monday, 23rd of April to spend 2 hours with patients giving out and supporting patients to fill out the surveys.

Facebook – official page is up and running. Updates are put on daily in relation to DNA issues, Health Reports, Awareness Days etc. We will be using this tool a lot more to reach out to our patients at Bloomfield. If any of the group wants to send articles etc. to upload please email them to AL.

DNA's Update – Following on from the last meeting that we are still monitoring patients who DNA, letters are still going out.

Duty List Update - GP's have raised concerns about the Duty List and what is going on the list. Yesterday there were 200 on the list in just the morning. A separate column has been created alongside the duty list to look at medication so these can be dealt with separately by the prescription clerks; this will reduce some of the issues that go on the duty list. The duty list was created initially for urgent patient issues but it has developed into something much bigger. We are going to have to educate patients about the use of this list and when it is appropriate to use it. It may help if we can reduce the DNA's as this will free up more appointments so that patients don't have to wait up to 3 weeks for an appointment.

5. Any Other Business

SW – Commented that patients do seem to be adhering to the 'Switch off your mobile phones' signs .

AL – Bowel Screening are coming on site to hold a clinic again in May, they will come in initially to make appointments on the 11th of May and the clinic will then be held on the 18th of May.

AL – The surgery is still looking at holding a primary school colouring competition (September-December 2018) along with getting the community involved with pictures (old and new) of Blackpool so they can be put up around the surgery.

AL – If any members of the group would like to add anything to agenda of the next meeting, please let AL know asap.

Details of Next Meeting: Tuesday, 22nd May 2018 at 5.00pm

	Outstanding
	In Progress
	Completed

DATE	ACTION	ACTIONED BY	DATE TO BE COMPLETED	
17/04/2018	Send minutes of PPNG mtg to DC/SW - Healthwatch Links	AL	ASAP	
17/04/2018	CCG - Questionnaire to be completed by patients. Simone Wood to assist with this on Monday, 23rd April	SW	Monday 23rd April 2018	
17/04/2018	Dates for Group Members to attend Surgery for Bloomfield survey	AL	ON HOLD - DUE TO CCG QUESTIONNAIRE	
20/03/2018	Final draft of Survey approved - AL to send out dates (to be sent after Easter Break) for Group members to attend surgery to get patients to fill out survey	AL	ASAP	
20/03/2018	Member of Blackpool Victoria Hospital Forms - return to AL in BC's absence	AL	ASAP	
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 Finalised	
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 Surveys have been returned and sent via post.	

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	