

# Patient Participation Group

Minutes of Meeting held on Tuesday, 20<sup>th</sup> November 2018

<b>Present:</b>	Ann Lewis	Patient Services Lead (AL)
	Gary Cunliffe	Practice Manager (GC)
	Simone Wood	Patient (SW)
	Stephen Gomersall	Patient (SG)
	Donald Clough	Patient (DC)
	Deborah Morgan	Patient (DM)

<b>Apologies:</b>	David Knowles	Patient (DK)
	Peter Leedale	Patient (PL)
	Marjorie Willoughby	Patient (MW)
	Dr J Pollock (JP)	

## **1 Welcome and Apologies**

We welcomed a new member this evening, Deborah Morgan, who introduced herself to the group.

## **2 Minutes from the Last Meeting**

The minutes from the last meeting on the 9<sup>th</sup> October 2018 were accepted and closed out. No issues were raised from these minutes.

## **3 PPNG Meeting**

The last PPNG meeting of the year will be held on Wednesday, 28<sup>th</sup> November 2018, in the usual location at Tesco on Clifton Retail Drive.

## **4 DNA's Brief Update**

A list of patients who have already been removed from the surgery was shown to the group. We have currently removed 55 patients with 3 pending removal dates from PCSE. These 55 patients DNA'd a total of 338 appointments between them. Work is still ongoing with this project and posters will be going up in reception to inform patients of the risk of removal if they don't cancel their appointments.

## **5 Community Neighbourhood Plan Survey**

We have been asked by the CCG to ask our patients to fill in a 'Your Community Neighbourhood Plan Survey'. Healthy Fylde Coast is a partnership which includes the NHS, local authority, the voluntary, community and faith sector and residents. Feedback is needed from people living in Blackpool, Fylde or Wyre about the views on their community (the place they live, the surrounding area and the places they use on a daily basis, e.g. shops, schools and health services). They are also gathering feedback about how neighbourhoods (groups of GP practices, social care, local councils, the voluntary sector and residents, which usually cover populations of between 30,000-50,000) can work together to improve health and well-being in the community.

The survey can be completed on line (GC has already uploaded this onto the Bloomfield Facebook Page) or patients can fill in the form in the surgery. SW has kindly offered to come in and spend some time in the waiting room with patients to do this. AL to arrange this with SW.

## **6 Prescription Updates – Patient Access Project/myGP App**

We have a student starting with us in the next couple of weeks, Jessica Brown (who is the daughter of Dr Brown) who will be working 2 and a half days per week on the above project. We currently have 5514 patients who are on repeat prescriptions and we are working towards getting these patients set up on Patient Access/my GP App so they can order their repeat medication this way, this will reduce the amount of paper requests as well as telephone requests that we currently get. The project will mean that patients will need to be contacted and the Patient Access/my GP App services will be explained to them in the hope that they will register to order this way in future. It will be a long process but Jess will be with us for about 8 months. We are hoping that she will be able to train and cover reception and the telephones when needed too.

## **7 Stop Smoking Campaign**

There is a nationwide initiative that will start (date TBC) to get people to stop smoking. There are a high percentage of patients at Bloomfield that smoke. This will be led by Emma Bolton, one of our Practice Nurses. The incentive does not include Nicotine Replacement Therapy, but Champix will be issued to patients. A meeting will be held in December to iron out the details.

## **8 Christmas Opening Times**

Bloomfield will be open on Christmas Eve and New Year's Eve - 7.30am to 6.30pm, we will only be closing the Christmas Day and Boxing Day.

## **9 Fundraising**

Recently Bloomfield raised over £400 for Children in Need. Member of staff had to vote for the GP partner they would like to see pied in the face. Unfortunately for Dr Walker, he got chosen and Dr Pollock who got the least votes had the honour of putting the pies in his face. The event was filmed and uploaded to Facebook with plenty of pictures and was shared with the group.

## **10 New Starters**

We have two new members of staff starting with us in December, Caroline Walton will be our new Coder and Deborah Walsh will be our new receptionist. We are looking forward to welcoming them to Bloomfield.

## **11 Any Other Business**

SG – Hand Dryer in the patient toilet upstairs isn't working properly

Marjorie is raising money for Charity by the doing the Santa Dash on Sunday, 2<sup>nd</sup> December in Blackpool

Bloomfield are looking at starting a foodbank for the local area – ideas are welcome as to who we should collect for.

**Details of Next Meeting: Tuesday, 22 January 2019**