

Patient Participation Group

Minutes of Meeting held on Tuesday, 22nd January 2019.

Present:	Ann Lewis	Patient Services Lead (AL)
	Gary Cunliffe	Practice Manager (GC)
	Deborah Morgan	Patient (DM)
	Marjorie Willoughby	Patient (MW)
	David Knowles	Patient (DK)
	Peter Leedale	Patient (PL)

Apologies:	Simone Wood	Patient (SW)
	Stephen Gomersall	Patient (SG)
	Donald Clough	Patient (DC)
	Dr J Pollock (JP)	

1 Welcome and Apologies

2 Minutes from the Last Meeting

The minutes from the last meeting on the 20th November 2018 were accepted and closed out. No issues were raised from these minutes.

3 Neighbourhoods Merging

Our current District Nursing team cover the neighbourhoods of Bloomfield and Waterloo, visiting patients in their homes to carry out various clinical duties. Work is currently under way to merge these two neighbourhoods with Newton Drive, Grange Park and Marton. Funding will come from the NHS. The neighbourhood teams have gone through restructuring in the past where they were reduced to smaller teams; this merge will bring them back up to bigger teams enabling more staff to cover the areas. More services are needed in the area such as help with Alcohol and Drug abuse. Committees will be put in place to discuss what the teams need and who will get what. Meetings will begin next week.

4 Consultant Connect for GP's

This is a nationwide initiative that has already started where GP's can now contact speciality consultants directly to discuss the referral of patients; is it necessary or not? This initiative has been slow to start but more GP's are now using the service. Already 46% of the calls have resulted in the deflection of referrals.

5 My GP App

Patients from Bloomfield are being informed by text about the new myGP App. Patients who have smart phones can add the app on their phones which will enable them to book and cancel appointments and order repeat medication. Initially, patients only need their name and date of birth to log onto the App to organise their appointments but will need their Pin Codes to order their repeat medication. This is a very easy and efficient way for patients to manage appointments and medication. To date around one thousand people are using the App.

6 Video Consultations

We are living in an age where people are demanding more and want things straight away. This is also the case for patients wanting to be seen by a clinician 'now'; they don't want to wait a couple of weeks for an appointment. Video consultation is a new initiative which means that a clinician can speak to a patient on line instead of an appointment in the surgery. A surgery in Kirkham has already started Video Consultations and GC has put forward for Bloomfield to bring in Video Consultations.

Some consultations will benefit from this such as mental health patients who find it difficult to leave the house, medication reviews with the clinical pharmacists and this can be used in care homes which will reduce the number of visits needed.

Some patients will still prefer to come into the surgery as they like the human face to face contact with the clinician.

7 DNA Updates

We have removed up to 70 patients since June 2018. Letters are sent out on a daily basis to patients who do not cancel their appointments.

8 Any Other Business

DM – ask if we had considered consultations via email – as her Niece in Chipping has use of this up to 10pm on certain days. GC said that this isn't something we are considering at the moment, we don't currently have the resources to do this.

PL – PPNG are re thinking how they will hold these meetings in future, they may meet on fewer occasions but across the Fylde Coast. We will keep the group updated once we know.

Details of Next Meeting: Tuesday, 12th March 2019.