

Patient Participation Group

Minutes of Meeting held on Tuesday, 16 APRIL 2019.

Present:	Ann Lewis	Patient Services Lead (AL)
	Gary Cunliffe	Practice Manager (GC)
	Peter Leedale	Patient (PL)
	Simone Wood	Patient (SW)

Apologies:

Deborah Morgan	Patient (DM)
Marjorie Willoughby	Patient (MW)
David Knowles	Patient (DK)
Stephen Gomersall	Patient (SG)
Donald Clough	Patient (DC)
Dr J Pollock (JP)	

Welcome and Apologies

Minutes from the Last Meeting

The minutes from the last meeting on the January 22nd 2019 were accepted and closed out. No issues were raised from these minutes.

Fylde Coast PPG Conference 2019

On Thursday, 21st March 2019 we attended the above conference at Ribby Hall (Peter, Gary & Ann). It was a full day with guest speakers and presentations.

The Agenda for the conference consisted of:

1. Neighbourhoods and the NHS – Long Term Plan
2. PPG in practice merger (Parcliffe Medical Centre)
3. Using Facebook to improve PPG representation
4. Results from the recent PPG Audit
5. PPG Workshops – Recruitment, Added Value and Patient Surveys
6. Day in the life of a Fylde Coast GP
7. Fylde Coast Communications and Engagement Strategy
8. Blackpool Citizens Inquiries
9. Survey Action Planning
10. PPG Awards 2019

The PowerPoint presentations from the c conference will be emailed to the group.

Bloomfield PPG Group – Moving Forward

AL has recently been invited to attend PPG meetings at other surgeries and one of them was at The Thornton Practice. We are aware that the surgery has a different demographic of patient, but the group are very proactive in relation to the community and their 'get out' there and talk to patients attitude. They currently have 15 group members. They also invite speakers to come to their monthly meetings; whilst I was there it was a representative from Bowel Screening who gave a presentation to the group.

They have 'listening tables' which they set up weekly to discuss with patients about upcoming campaigns, a more recent one was for Bowel Screening, but they have done listening tables for cervical screening, diabetes and healthy eating to name just a few. They have also set up a stand outside Morrison's Superstore during the flu season to encourage people to come and have the vaccination.

They have their own newsletter which is published seasonally, which the PPG Group put together themselves.

They have recently worked with the local primary schools to promote healthy eating – the children were entered into a drawing competition which the pictures were put up on display in the surgery, they are now looking to start working with the local secondary school and council.

The other surgery I visited was Glenroyd, they work very much in the same way as the Thornton PPG Group, but one difference is that they raise their own funds for the Group by holding a book sale a few days a week at the surgery. This has proven to be quite successful, and they have already purchased chairs for the waiting room to aid specific patients.

Following on from this conversation we would like to see the Bloomfield PPG evolve and get the members to be more involved with the patients at the surgery and the community as a whole. We would like to try and move away from the meetings being run by the surgery and for the group members to be more involved.

To enable the group to evolve and work closer together a new Chairperson would need to be elected – Peter Leedale has already shown an interest in becoming the Chair. If everyone is happy with this we can put it to the vote at our next meeting. However, if anyone else from the group would like to be nominated please put your name forward to Ann and the group will vote at the next meeting.

Video Consultations

We are piloting Video Consultations on the 2nd and 9th of May 2019. We have been working with IT to set this up and we will be having training next week. We have been in touch with a specific cohort of patients who we think will be suitable for the pilot. We will update you at the next meeting as to how the pilots went.

Surgery Updates

We are still working hard to reduce the amount of DNA's we have at the surgery. We have removed up to 90 patients to date who have continued to DNA their appointments.

We recently had a new FY2 start at the surgery – his name is Faisal Bhailok and will be with us until August when we will get a new one

Any Other Business

PL mentioned that the NHS Parliamentary Awards are taking place and nominations need to be in by Tuesday 23rd April, which doesn't leave much time. PL mentioned about the lady who attends the PPNG meetings who is partially blind and raises a lot of awareness for the cause.

Date of Next Meeting: Tuesday, 11th June 2019 @ 5.00pm

Details of Next Meeting: