

Patient Participation Group

Minutes of Meeting held on Tuesday, 11TH JUNE 2019

Present:	Ann Lewis	Patient Services Lead (AL)
	Gary Cunliffe	Practice Manager (GC)
	Peter Leedale	Patient (PL)
	Marjorie Willoughby	Patient (MW)
	John Knowles	Patient (JK)
	Mark Duckworth	Patient (MD) – New Member

Apologies:

Deborah Morgan	Patient (DM)
Stephen Gomersall	Patient (SG)
Donald Clough	Patient (DC)
Simone Wood	Patient (SW)

Dr J Pollock (JP)

Welcome and Apologies

Tonight we welcomed a new member to the PPG Group – Mr Mark Duckworth. Mark has recently joined the practice as a patient and is interested in Public Health, especially around M.M.R and smoking cessation.

Minutes from the Last Meeting

The minutes from the last meeting on the 16th April 2019 were accepted and closed out. No issues were raised from these minutes.

New Chair of Bloomfield PPG Group

Following on from the last PPG Group Meeting in April and the conversation around the evolvement of the PPG members we tonight elected a new Chair for the group, and we are pleased to announce that Peter Leedale has accepted the position.

Moving forward the meetings will now be run by the Chair who will prepare the Agenda's for the monthly meetings. The Practice Manager will still give monthly surgery updates as part of the Agenda. Minutes will be taken by Ann Lewis.

Marie Curie – Fundraising

Amy Friese-Green, who works out in the community to support the patients of Bloomfield and Waterloo Medical Centres, uses the services of Marie Curie staff quite frequently and has asked if the PPG Group can help with raising much needed funds by holding a 'table top sale' or other charitable event in the waiting room of the surgery. This has been put forward to the group to discuss. GC will need to raise this with the Partners to confirm if it can go ahead.

Surgery Updates

On Thursday, 2nd May 2019, we carried out our first pilot of the Video Consultations, the first surgery in Blackpool to do so. There were a few teething problems initially but IT were on site for the first few appointments to ensure things ran smoothly. Information Booklets have been created for the patients and sent to them once an appointment is made, this is a guide as to what app they need to download and FAQ's regarding the consultation. The staff will also have a booklet, where they too can follow instructions on how to use the system. We have chosen patients from a particular cohort who have or are using myGP app to make appointments or order prescriptions, we did this as it gave us an indication that they were able to use mobiles, laptops etc., so they would be familiar with how they worked.

Appointments were made for patients who needed medication reviews or patients with mental health issues – these types of appointments would not need any physical examination so suited the appointment better. Currently appointments are only available on a Thursday with Dr Paul Collins and Dr Neil Hartley-Smith, but it is hoped that other GP's will come on board once training is given and the technology is updated to receive video consultations.

Clinical Staff

Dr Anna Smith has joined us at the Surgery and will be on site for 2 days a week, a full day Thursday and Friday. Dr Smith was an FY2 here a few years ago and once qualified wanted to come and work at Bloomfield.

Dr Kayvon Firouzabadi, our ST3 (final year of training) will be completing his 12 month placement in August and will be replaced with another ST3 who will also be here for 12 months.

We will also be having an ST2 starting with us in the next couple of months and they will be with us for a period of 6 months. Dr Loock has recently passed his exam to become a Trainer; he will join Dr Pollock and Dr Rees in looking after our Trainees.

Dr Faisal Bhailok (the FY2) has been here a couple of months now, after 4 months he will be replaced by another FY2.

Having these trainees provides the surgery with more appointments, however there has to be a GP in the building when staff are training as they do have to be supervised.

Non Attendance of Appointments

Currently the national average waiting time for an appointment is 3 weeks. Patients are not happy that they have to wait this long. Our DNA project is still on going and we have removed over 100 patients from the surgery who have continued to not attend their appointments without cancelling them in advance. The figures have improved from a couple of years ago where we saw over 400 missed appointments per month; this has reduced to between 290 to 350 per month.

Patients who have missed 3 appointments or more are given a Final Letter which explains to them that if they miss another appointment they will be considered for removal from the surgery. Patients who have missed 1 appointment will get a First letter, followed by a 2nd letter if they miss an appointment and if they miss a 3rd appointment they will then get the Final Letter.

When a patient misses another appointment after the Final letter is sent, paperwork is created to consider removal of the patient from the surgery. This paperwork is put forward to the GP's to consider and they will decide if the patient is to be removed or given a second chance to stay at the surgery. If patients are to be removed the paperwork is signed by a GP and sent to PCSE to be removed from the surgery. The patient will receive notification from PCSE that they have 8 days to find an alternative surgery, during those 8 days the patient will remain at the practice, so can still be seen by a clinician and medication can be ordered and processed.

Social Prescribing

Positions are going to be created to employ individuals to become Social Prescribers. These will work in the neighbourhoods and direct patients, who have been referred by the GP to use services that will benefit them, such as social clubs, exercise clubs etc. This will help clinically as they will not be attending the surgery as often.

It has not been confirmed who will run this service yet but it has been indicated that possibly Citizens Advice will run it as they have a vast knowledge of local services in the area.

Date of Next Meeting: Tuesday, 30th July 2019 @ 5.00pm