

## **Minutes of the Patient Participation Group Meeting on Wednesday 14<sup>th</sup> September 2016**

**Attendees:** Sharon Orr, Doreen Rigby, Elaine Gaffney, Janet Pendlebury, Gwyneth Williams, David Cooper, Bill McCormick, Barry Wilnow, Carmel Worden and Carole Roberts.

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**Apologies:-** Anne Clark, Thelma Clague, Lesley Sargeant, John Madden, Carol Brown and Moses Nutekpor.

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**Opening Remarks and Welcome** – The Deputy Chairman extended a welcome to those people attending the meeting tonight.

**Matters arising from the minutes of the last PPG meeting that are practice related together with the Practice Report** – Sharon said that Dr. Ayo has now started with the practice doing 6 sessions per week. Dr Liz Lake is joining the practice as a salaried GP on the 7<sup>th</sup> November, up to Xmas she will be working Monday and Tuesday mornings. Then in January she will be working Monday and Tuesday all day. Another nurse practitioner will be joining us from 3<sup>rd</sup> October (Clare Denham) and she will be fulltime. The practice has recently been out to advert for reception/admin staff to cover maternity leave. There will be 3 staff on maternity leave next year. The practice has started it's flu campaign prioritising housebound patients first. There will be clinics running at both Moor Park and Whitegate Drive over the next few weeks including 2 late nights each week. No letters will be sent this year, all patients who have a mobile number recorded will receive a text message to book their flu vaccination. If there is only a house number recorded then they will receive a voice message on their phone. Whilst vaccinating for flu the practice will aim to capture all eligible patients for pneumococcal and shingles. The practice is now using Mjog to communicate to their patients. If a mobile number is recorded then they will receive a text message when they have booked an appointment. This system is also being used to inform patients when their chronic disease review appointment is due and also for flu communications etc. The practice also uses Mjog for feedback on the friends and family test. The practice are reviewing the appointments system to see what can be done to streamline it to maximise available appointments. Virgin care are no longer the contractor for dermatology services. A group called the practice will take over the contract on the 1<sup>st</sup> October for the next 3 years.

**Any other matters arising from the minutes, other than Patient Participation Group Network (PPGN) related and book stall related.** There were no other matters arising.

**Newsletter** – Sharon has confirmed that the partner's had seen the newsletter and had not come back to her with any alterations. She gave Bill the go ahead to print it. Bill will also do a few copies in larger print and on yellow paper for people with sight problems and see what the take-up is for future print runs. David is going to do a few lines about DNA's(did not attend) to include in the newsletter either this one or for a future print.

**PPGN feedback** – The next meeting is to be held on 26<sup>th</sup> October at Blackpool football stadium.

**Open Day** – The sub-committee held it's 2nd meeting on 25<sup>th</sup> August and Lesley had produced a report which Carole has issued to all PPG members. The date has been fixed for 19<sup>th</sup> October 2016 to run from 1.30pm until 4pm alongside the already organised flu clinics. Sharon said it should be busy as some GP's will be in session and there will be 2 flu clinics running that day. It was agreed that a small number of PPG members would be available to help set up and would meet up at midday on the 19<sup>th</sup> October. The rest of the members would arrive at about 1.15pm to be ready for a 1.30pm start. It was agreed that we would hold a draw with 3 £10 prizes as this has been well received previously. Bill said he would get those arranged for us. Light refreshments will be provided with fruit juice supplied by the practice and biscuits supplied by the PPG. The sub-committee will meet with Sharon again on 10<sup>th</sup> October 2016.

**Chairman's report** – Nothing noted.

**Secretary's report** – All correspondence has already been issued to everyone in advance of this meeting. Lesley had regretfully sent her resignation to Carole as she was no longer able to continue with the PPG due to family commitments. Carole said that she had been given some more names of potential members. She had not contacted them because we had not agreed which day we would hold our meetings on in future. Once we have decided which day of the month we are to have our meetings Carole will contact the new people and invite them to the next one.

**Treasurer's report** – Update on the PPG accounts are shown on a separate document dated 13<sup>th</sup> September 2016 handed out at the meeting this evening.

**Book Stall** - Gwyneth asked for volunteers to cover the rota for the book stall until our next meeting. She will also contact any members not present at tonight's meeting, if their help is required.

**A.O.B.** – It was agreed to change our meeting day in future from the second Wednesday every month to the second Tuesday every month. Also it is agreed to start our meetings at 4pm and not 4.30pm. There was no other business to note.

**Date and time of next meeting is 4.00pm on 11/10/2016 at the Bispham Surgery.**