



PATIENT PARTICIPATION GROUP

ANNUAL GENERAL MEETING

Minutes of the Annual General Meeting held on Friday 21 July 2017

Present: Gemma Jackson (Chair), Sheila Smith, Patricia Exon, Liz McCornick
Patsy Ormrod, Marjorie Ellison, Ann Butters, Elizabeth Andrew, Amy Sissons
Michelle Marsh

Notes: Beverley Fryers

1. Welcome and apologies

Apologies were received from Dr Felicity Guest and David Jones. All the apologies were noted.

Two new members were welcomed to the meeting – Michael Croft and Laurianne Peake.

Gemma took the opportunity to appraise Laurie and Michael of the background to PPGs and how it had become a requirement for all general practices to have a PPG. Thornton Practice's PPG had been in place since June 2015 and during this time has achieved a great deal. With the help of Dr Guest and Amy Sissons Terms of Reference had been agreed during the first 6 months along with proactive ways in which the group could help patients in a preventative rather than reactive way.

In summary the PPG has helped at Flu Clinics and during Self Care Week. It has also produced an Exercise booklet which has been taken on by other PPGs in the area. The PPG members have become Dementia Friends and also promoted healthy living, which led to an art project in collaboration with Northfold Primary School resulting in an exhibition of paintings done by the children from the school and which is on display in the waiting areas. The Practice now has made contact with Millfield Science and Performing Arts College' a local secondary school, with whom it was hoped to collaborate in the future. By having contact with schools it was hoped that the PPG could engage with younger members of the community. With the problem of engaging younger members of the community in mind, a PPG Facebook page has been set up.

The PPG had promoted the Pharmacy+ scheme, been publicised on Radio Lancashire and had held a Carers Coffee morning in aid of MacMillan Cancer Support.

At this year's PPG Annual Conference Thornton Practice has been awarded PPG of Year 2017.

2. To approve the minutes of the meeting held on Friday 19 May 2017

The minutes of the meeting held on Friday 19 May 2017 were approved and will be placed on the Practice website.

3. Matters arising (not covered on the agenda)

3.1 Responses from patients from PPG Awareness Week

It was reported that members of the group had tried to attend every morning surgery and there had been some positive outcomes. In the main people had been engaged and welcoming but the following issues had been highlighted by patients:

- Car park – Amy reported that the car park is soon to be resurfaced and she is addressing the issue of staff parking.
- Telephones and the Treatment Room were also the subjects of some complaints
- The toys and magazines had had to be removed from the waiting room following a CQC directive on infection control.
- There were a few negative comments about the Treatment Room and also patients being given inappropriate advice about where to go for treatment.
- There is also still some confusion between Carleton and Thornton appointments.

Amy also wished to point out the following changes that will be put in place:

- One of the Patient Advisers had now been trained up to do blood tests every day. Patients can phone up to make an appointment.
- Tracy Wild will graduate in September and will become a Health Care Practitioner meaning she can take on more responsibility.
- Amy stated that any issues with the Treatment Room should be logged through Michelle Marsh who will then forward them to Mark Jackson who will investigate.
- Amy pointed out that the cyber-attack had been through the check-in machines that most practices now have but new check-in machines and screens are now being provided at no cost to the Practice.
- New furniture is on order for the waiting areas.

The next big publicity event will be taking place at Morrisons on 14 September between about 10am and 5pm. This was thought to be timely as it will be taking place before the flu clinics and therefore it will give the opportunity to publicise these. Queensway and Over Wyre PPGs want to join in with our PPG as a combined effort and Amy said that she will also mention it to the Village Practice. The CCG will be providing some decorations, including bunting, and will do any printing of flyers etc that is required. It was agreed that the subjects to highlight will be Patient Access, the Facebook page, Flu Clinics and PPGs in general.

Amy stated that she might be able to spare a Nurse or Health Care Assistant to be able to attend the event so that blood pressure and pulse checks could be done.

Gemma said that she will check the size and position of the area that will be available for the stand before agreeing on the number of people that will be required to man it so she asked members to keep an eye on their emails.

4. PPG Chairs' meeting report

As the Chair of the group, Gemma explained that she attends PPG Chairs' meetings at Wesham once per month where vital messages are communicated. She highlighted the two most recent ones:

- GPs not receiving letters from consultants promptly
 - All practices agree with this and are still pushing with the hospital
- Big White Wall
 - This is a digital mental health service which can be accessed by Fylde and Wyre but not Blackpool. It is an initiative which is trying to fill the gap currently in mental health services.
 - It had been commissioned in 2014 and 1014 patients had used it to date.
 - The main issue is that lots of people do not have on-line access.

5. Election of members

The following members were elected to serve for the next 12 months:

- Chair – Gemma Jackson agreed to remain as Chair. She was proposed by Liz McCornick and seconded by Sheila Smith. Gemma stated that she has held the position for 15 months and is prepared to remain for the next 12 months.
- Vice Chair – Marjorie Ellison and Elizabeth Andrew agreed to share the position of Vice Chair. They were proposed by Patsy Ormrod and seconded by Liz McCornick.
- Secretary – Beverley Fryers will remain as secretary with Liz McCornick in her absence. She was proposed by Gemma Jackson and seconded by Ann Butters.
- Web Administrator – Patricia Exon will remain for the present, with a view to having a trainee which will be looked at during the next 6 months. She was proposed by Liz McCornick and seconded by Gemma Jackson.
- Michael Croft was voted on to the group, proposed by Patricia Exon and seconded by Patsy Ormrod.
- Laurianne Peake was voted on to the group, proposed by Gemma Jackson and seconded by Liz McCornick.

Jim and Jean Thompson, who had been members of the group since the beginning, had decided to stand down. They had been a valuable asset to the group and were thanked for their help and contributions over the last 2 years.

6. Any other business

6.1 Patients who did not attend for appointments (DNAs)

The group discussed the latest figures and it was noted that missed appointments with nurses seem to be very high, however, Michael Croft pointed out that 99% of the appointments offered are used.

Amy stated that the appointment system is currently being looked at, especially the 8:30s and advanced bookings. If a patient calls at 8:30 they are almost guaranteed to be given an appointment that day or the next. She also highlighted that the CCG have commissioned some process consultants to look at systems and we have asked them to look at our appointment system.

It was noted that patients are sent a letter if they miss 3 appointments.

6.2 New logo

Amy distributed some designs for a new Practice logo and asked members to place a tick against their preferred design.

6.3 Flu Coffee morning – Wednesday 4 October 2017

The coffee morning will once again be held in support of MacMillan and letters will be sent to carers who will be offered a flu vaccination if they want one.

6.4 Patient feedback – My GP app and Friends and Family Test

Amy reported that she receives monthly reports and would like the PPG to see the feedback and review the comments at each meeting. This item will become a regular agenda item.

6.5 Patient survey

Amy explained that this is the survey that is published in The Gazette. 240 surveys had been sent and 118 returned. A comparison with Beechwood, Village and us showed that we were OK.

Laurie Peake stated that since joining the Practice, she has found the GPs, especially Dr Mati, to be very helpful. Amy said that she will feed this back to Dr Mati. Amy informed the group that Dr Greiss will soon be leaving and joining Layton Medical Centre.

6.6 Unwanted items on prescriptions

Jim wanted to highlight that on the last 2 prescriptions he had received there had still been unwanted items. Amy asked him to let her have the details so she can check. She also stated that the CCG are looking at this at present.

7. Date of next meeting

The next meeting will be on Friday 22 September 2017 at 2pm.

The group wished Michelle and her future husband all the best for their future happiness together.