

# Patient Participation Group

## Minutes of Meeting held on Tuesday, 30<sup>TH</sup> JULY 2019

<b>Present:</b>	Ann Lewis	Patient Services Lead (AL)
	Gary Cunliffe	Practice Manager (GC)
	Peter Leedale	Patient (PL) – (Chair)
	Marjorie Willoughby	Patient (MW)
	John Knowles	Patient (JK)
	Mark Duckworth	Patient (MD)
	Deborah Morgan	Patient (DM)
	Donald Clough	Patient (DC)

### Apologies:

Stephen Gomersall	Patient (SG)
Simone Wood	Patient (SW)

### Welcome and Apologies

Everyone was welcomed to the meeting by the new Chair – Peter Leedale – Apologies from Simone Wood and Stephen Gomersall

### Minutes from the Last Meeting

The minutes from the last meeting on the 11<sup>th</sup> June 2019 were accepted and closed out. No issues were raised from these minutes.

### Practice Manager's Update

Following on from the previous meeting the surgery is now up and running with video consultations. We are targeting specific patients that do not need any physical examination such as medication reviews or patient with mental health issues. Staff are speaking to patients who fit this group of patients and if they are interested they will be contacted to discuss future appointments via video consultations. Currently, appointments are only available on a Thursday with Dr P Collins and Dr N Hartley-Smith but we are looking to expand on this to meet demand.

We have new trainee clinicians starting, an FY2, ST2 and ST3, these will start in the next couple of weeks. The FY2 will be here for 4 months, the ST2 for 6 months and we have the ST3 for 12 months. Dr Loock has recently passed his final interview to become a GP Trainer, so he will be working with the trainees as well as Dr Janet Pollock and Dr Alison Rees.

Having the trainees here will give us more available appointments for patients.

DC raised that he had recently been to the Walk In Centre and commented that waiting times had improved, specifically patients waiting for dressing changes.

GC – commented that Andy Regan, the new Clinical Lead, who has been in post for 8 months will probably have put processes in place to improve some of the patient direct services. GC was happy to hear the positive feedback from DC and would pass this on to Andy.

A question was raised regarding Amanda Doyle still being at the surgery. Dr Doyle works across the CCG and NHS England and has 40 sessions (clinics) per year here at Bloomfield in order to keep up her competencies.

## **Fylde and Wyre Patient Participation Network Meeting**

AL to send the Minutes of the last meeting to the group, which was held on Monday, 15<sup>th</sup> July 2019.

Copy of future projects for Thornton practice to be sent to the group.

Primary Care Network Slides

AL and PL attended this meeting, it was the first meeting we had attended as part of Fylde and Wyre and it was interesting to hear what some of the other surgeries groups did in their local community, such as fishing, walking groups, book sales etc.

Bloomfield has a different class of patient and the area is poorer. The group is going to have to look at what we can do, can't do and what we can maybe do in the area. Discuss with the local schools as to what we can do to work together with them i.e. healthy eating for children, exercise etc.

## **Mark Duckworth**

Mark added two items to the Agenda:

1. Radio 4 Documentary called "Tell Me Where It Hurts" – Dr Margaret McCartney explores the doctor-patient relationship at the heart of the NHS through real GP consultations. (You can listen to this by clicking on the following link - <https://www.bbc.co.uk/programmes/m0005t8m> - this was a discussion around the continuity of care of the patient – seeing the same GP would make them more satisfied with the care and possibly reduce emergency admissions thus putting less strain on A&E.

GC – Bloomfield partners/GP's work over a few sites so it can be difficult to get the same GP every time unless appointments are booked well in advance, which is not always possible. Patients do have a choice of who they want to see here and don't have to see a certain GP if they don't want to. There was discussion around the 'other person in the room' which is where the 'pop ups' come up to inform the clinician what a patient is needing – this is a pink box which lists such things as:

Smoking Cessation, Vaccination Recommendations, Diabetes

We have 2 contracts that we have to meet – QOF (Quality Outcomes Framework) and GP Plus.

There are financial penalties if we don't meet the criteria, for example a diabetic would need all the relevant checks such as eye care, foot care, blood tests etc. There is a duty of care for these patients to ensure they are getting the best care needed for their needs.

2. Flu clinics for 2019 – a meeting with the nurse/pharmacy is due in August and we will be discussing the flu clinics at that meeting – the group will be updated.  
Discussion around the group having an information table at Lidl to speak to the public about the importance of getting vaccinated this flu season.

## **PPG Terms of Reference/Welcome Pack**

The group were given a copy of the Bloomfield Terms of Reference dated 2013 along with a sample copy of a Welcome Pack from another surgery. The group were asked to take the documents home and make notes on them so we can have one specifically for Bloomfield. This will be discussed at the next meeting.

**Date of Next Meeting: Tuesday, 17<sup>th</sup> September 2019 @  
5.00pm**