

Patient Participation Group

Minutes of Meeting held on Tuesday, 17th September 2019

Present:	Ann Lewis	Patient Services Lead (AL)
	Peter Leedale	Patient (PL) – (Chair)
	Marjorie Willoughby	Patient (MW)
	Mark Duckworth	Patient (MD)
	Donald Clough	Patient (DC)

Apologies:

Stephen Gomersall	Patient (SG)
Gary Cunliffe	Practice Manager (GC)
John Knowles	Patient (JK)
Deborah Morgan	Patient (DM)

Welcome and Apologies

Everyone was welcomed to the meeting by the Chair – Peter Leedale – Apologies were received from SG, GC, JK and DM

Unfortunately, due to ill health Simone Wood has resigned from the group, she hopes when she is feeling better to re-join.

Minutes from the Last Meeting

The minutes from the last meeting on the 30th July 2019 were accepted and closed out. No issues were raised from these minutes.

Practice Manager's Update

Update on the merger with Grange Park – Gary Cunliffe and Ben Sharples (Business Manager) have been on a couple of visits to Grange Park to meet the staff and look at the site. Some work will need doing on site such as new flooring, paintwork and updating the clinical rooms that are on site. This is currently with the building owners at the moment and the work will be done after the merge is complete. The merger is due to happen at the beginning of November 2019. IT work will be done in advance of this date to ensure a smooth transition. The surgery will carry on working as it currently is with the only changes initially being more clinicians on site to hold additional clinics. Changes will be done softly over time working with the staff and patients. An update of progress will be given at the next PPG meeting.

The CQC will carry out a check via telephone on either the 26th or 27th of September and speak to certain members of staff about the practice. Usually a site visit is carried out every 5 years. Bloomfield has had 2 visits within 18 months. Every practice who has rating of Good or Outstanding will receive a telephone call.

Feedback from the Fylde and Wyre Patient Participation Network Meeting

The meeting was held in the Boardroom at the NHS Wesham Offices on Monday, 16th September 2019. AL and PL attended this meeting. Invitation is extended to all PPG members for all future meetings.

Shawna Carden from the Big White Wall (established in 2007) gave a demonstration on how to sign up and use the website. This is a free 24/7 mental health resource which has now been commissioned in Blackpool (2019) as well as Fylde and Wyre (since 2015).

Data gathered from the Big White Wall indicates that people between the ages of 45 and 60 in Blackpool are using this service more than any other age group.

This service is anonymous; they only need your post code. Users do have to be over the age of 16 years. Since it was commissioned in Blackpool in January 2019, there have been 800 registrations to the site. The service is available 24 hours a day, 7 days a week, where a clinical team manage the platform so if they become alerted to something that someone has put on they are on hand to deal with that person; they aim for a 30 minute response time. On average there are between 20 and 30 thousand people accessing the platform on a given month. People can express themselves and their feelings through different ways on the site i.e. drawing, photos, poems etc.

There is an area called Talkabouts – this is where you can join a group talk where you will join in a conversation with other likeminded people and discuss your issues together or you can ask for a one to one conversation with someone who is also going through the same issues as you.

There are a lot of helpful things on the site such as learning how to cope with such things as depression, anxiety or OCD. There are also courses available on managing stress, managing negativity and thinking positively to name just a few.

If you want more information visit the web site www.bigwhitewall.com

Volunteer Expenses – the group was updated on the volunteer expenses policy and it was explained that in future could the group send in their expenses each month to ensure that they are processed and paid within the given timescales.

PL gave the group the updates on Bloomfield:-

Flu campaign 2019 – waiting to hear from a local super market to see if we can set up an information stand in advance of the flu season to speak to the local community about the importance of getting vaccinated. Members of the PPG group are already in the community giving out leaflets, putting up posters etc.

Our new Welcome Pack for new PPG members is work in progress which will be finalised in the next PPG Meeting.

The group has come up with a plan and is taking small steps to engage with the difficult client group we have at Bloomfield.

Family and Friends Feedback Forms

AL asked the group to help at the surgery with the above forms; these are a requirement by the CCG and need to be filled in by patients at the surgery. We are looking for members of the group to spend time in the waiting room with patients and hand these out so patients can fill them in. Initial reactions are that the group is happy to do this and a rota will be put in place for members of the group to come to the surgery. This will be discussed further at the next meeting.

Welcome Pack for New Members and Bloomfield Terms of Reference

Draft copies of the above were given out at the last meeting for the group to take away to look at and feedback at this meeting. Feedback was generally positive with only a couple of amendments needed. AL will change these and forward to PL/GC for final confirmation, noted however that this will need re-looking at once we merge with Grange Park.

Lead Walker Training

Unfortunately, due to cancellation on the day this training did not go ahead. AL waiting for new dates – will let the group know once dates are confirmed.

Flu Clinic Promotions – an update

Campaign is underway for this years flu vaccinations. We have clinics being held on Saturday, 28th September, Thursday 3rd and Friday 4th of October as well as Thursday 17th and Friday 18th October 2019. Posters are up in the surgery as well as on the website and posts on Facebook have been going out periodically. We have set the clinics up so that there are bookable appointment slots as well as walk in slots for those who are unable to commit to a time, priority will be given to patients with booked appointments.

We still haven't heard from Lidl with regard to having an information table at their store on Thursday, 26th of September 2019. If AL hasn't heard anything from them by Friday 20th September, we will go to plan B, where MD and MW will come to the surgery on the 26th and speak to patients on site – AL to put a box together with information leaflets etc in for them and leave at reception.

MD has been out and about in the local area promoting the flu clinics and speaking to people in the community about the importance of having the flu vaccination. To date he has visited the following:

Revelation community centre, Deansgate

St John's Church – Centre of town

Healthworks

Palatine Library

Revoe Library

Community Charity Shop on Highfield Road

Central Library

Dental Surgery – King Street

Swallow's Charity Shop – Waterloo Road

Barnardo's – Waterloo Road

MD will be going out again to visit other venues and leaving leaflets and posters.

Self Care Week – November 18th to 22nd

We would like to promote this event this year in the surgery. MD raised that we could look and Vitamin D Deficiency as this is quite high in Blackpool – the group were happy with this and everyone to look into this for the next meeting – bring information to the table, posters, articles etc. Members of the group have been asked to come in during the week to promote Self Care. To be discussed at next meeting.

Due to time restraints no other business was discussed.

Date of Next Meeting: Tuesday, 29th October 2019 – 5pm to 6.30pm