

# Patient Participation Group

## Minutes of Meeting held on Tuesday, 29<sup>th</sup> October 2019

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

### Apologies:

Stephen Gomersall	Patient (SG)
John Knowles	Patient (JK)

### Welcome and Apologies

Chairman welcomed the group to the meeting and announced apologies from SG and JK. A warm welcome was given to Malcolm Hyland who introduced himself to the group. Malcolm is currently the only member of the PPG at Grange Park, and has spent time helping the surgery with patient surveys. Malcolm has given past Patient Survey reports to AL.

### Minutes from the Last Meeting

The minutes from the last meeting on the 17<sup>th</sup> September 2019 were accepted and closed out. No issues were raised from these minutes.

### Practice Manager's Update

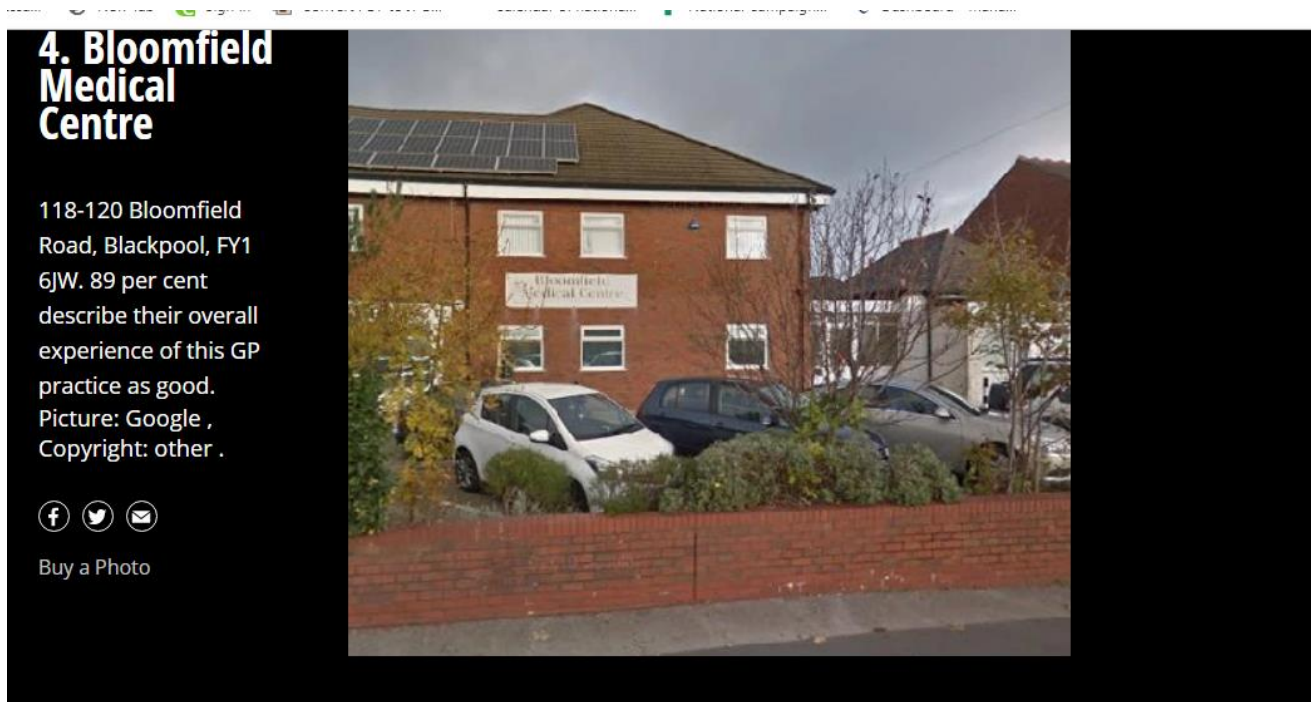
#### DNA's

DNA's have risen again, not sure why this is. Last week we had a total of 116 people who did not attend appointments, and that's over all clinicians. Bloomfield is a transient area and our patients don't seem to understand the importance of cancelling appointments. Some patients are calling the duty, which is classed as an emergency, they are then given an appointment on the day and some fail to attend. Patients are still getting warning letters threatening them of removal if they continue to miss appointments without informing the surgery. To date over 100 patients have been removed from the surgery through continued DNA. Each patient is looked at individually as some may be deemed as too vulnerable to be removed, these are put on hold and monitored. The final decision of removal is with the GP Partners.

#### Patient Satisfaction Survey

GC announced that Bloomfield had been voted the 4<sup>th</sup> best GP Surgery in the Blackpool Area. This survey was based on responses provided in the GP Patient Survey for those surgeries within a 5 mile radius of Blackpool postcodes. The results were based on the percentage of people who described their overall experience of the GP practice as good, with a percentage of 80 or more.

Bloomfield was voted 4<sup>th</sup> out of 11 surgeries with a percentage of 80 or more.



#### Grange Park Update

Monday, Bloomfield will Merge with Grange Park. There will be no drastic changes initially as we are going for a soft approach. The patients records will be merged electronically over next weekend. Patients will have the opportunity of being seen at either site. Nurses and GP's will start holding clinics up at Grange Park. Dr Morcos will remain at Grange Park and his workload will decrease with nurses taking over sessions such as Child Imms, Diabetes, COPD etc. Initially a GP from Bloomfield will cover a Tuesday initially. Dr Morcos has a large following of patients, who have followed him to Grange Park from another surgery he was at. We will update you on the merge at the next meeting.

#### Family and Friends Feedback Forms

AL asked the group at the last meeting if they are able 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. DC and MW have volunteered to come and do this in November. It was discussed that a Monday and Tuesday would be better days, as these are the busiest days at the surgery. Marjorie has volunteered to come in on Monday the 11<sup>th</sup> of November in the morning, and Don is volunteering to come in on Tuesday, 12<sup>th</sup> November in the morning. This will become a monthly task and AL will send out a rota via email to the PPG members to request volunteers for future dates.

## Self -Care Week – November 18<sup>th</sup> to 22<sup>nd</sup>

This year we are going to be looking at Vitamin D as part of the Self- Care Week. Over the winter months, peoples vitamin D levels can get low as there is not enough sunshine to be had, what with the shorter days and the change in weather. The group discussed how we can promote how to raise vitamin D levels over the months of October to March.

Dr Pollock, joined the group at this point and entered into the discussion around the table – she explained that symptoms for vitamin D deficiency can be quite vague, it can make you weary, tired and you can ache all over but these symptoms are not exclusive. Eating a good diet is important, so including foods such as some types of fish like salmon and sardines, mushrooms, egg yolks will help, and supplements were also discussed.

AL will put information up on the patient health board in the waiting room as well as on social media during the week to highlight Vitamin D. Members of the group are to email AL information relating to Vitamin D so AL can put the campaign together. This information needs to be with AL at the latest by Friday 8<sup>th</sup> of November.

During this discussion, as Dr Pollock was still at the meeting MD shared leaflets with the table – Dr Pollock said she would make the other clinicians aware of the them.

## Some Ideas – What Can We Do Now

### Discussion Points:

1. Contact the Head Teacher at Revoe School, to discuss the possibility of the children's involvement in an art project to promote the importance of DNA's, healthy eating etc? - *AL to get in touch with the school to discuss the possibility of working together with the school as part of a community project.*
2. Hold a 'Listening Table' session in the waiting room – *the group are keen to do this, AL to look at campaigns for 2020 so we can work on these in advance and set up a rota for the group.*
3. Hold a 'drop in' clinic for an hour or so every couple of weeks to support patients who have questions on digital technology such as how to book appointments online using their smart phones, and accessing the social media networks, etc. – the group were keen to do this, however, there is a training element involved with this and will need further discussion.

## Any Other Business?

**MH** - asked if we could do a campaign relating to Pulmonary Fibrosis - this can be done.

**MH** – has also stepped down as Chairman now that Grange Park and Bloomfield are merging leaving PL as the overall Chairman of the current group.

**MW** – raised that there was no sound on the TV when calling for patients to come in – the name comes up but no sound – AL confirmed that engineer from Egton had been in to sort the problem out and it was now working.

**MD** – Mentioned that there was a Men's Health Day being held on the 19<sup>th</sup> of November, MD and PL were attending this.

**AL** – mentioned that we may have another new group member starting next month, she has shown interest in joining the group and is invited to attend the meeting on the 10<sup>th</sup> of December. Also if anyone would like to attend the next PPNG meeting it is being held on the 18<sup>th</sup> of November 2019 from 2pm to 4pm at the Blackpool CCG Offices, The Derby Room, Seasiders Way, FY1 6JX.

**Date of Next Meeting:      Tuesday, 10<sup>th</sup> December 2019 – 5pm to 6.30pm**