

# Patient Participation Group

## Minutes of Meeting held on Tuesday, 10<sup>th</sup> December 2019

<b>Present:</b>	Gary Cunliffe	Practice Manager (GC)
	Ann Lewis	Patient Services Lead (AL)
	Peter Leedale	Patient (PL) – (Chair)
	Marjorie Willoughby	Patient (MW)
	John Knowles	Patient (JK)
	Camilla Ball	Patient (CB)

### Apologies:

Mark Duckworth	Patient (MD)
Donald Clough	Patient (DC)
Deborah Morgan	Patient (DM)
Malcolm Hyland	Patient (MH)

### Welcome and Apologies

Chairman welcomed the group to the meeting and announced apologies from MD, DC, DM & MH. A warm welcome was given to Camilla Ball who has joined the group, who gave a brief introduction about herself followed by introductions from around the table.

### Minutes from the Last Meeting

The minutes from the last meeting on the 29<sup>th</sup> October 2019 were accepted and closed out. No issues were raised from these minutes.

### Practice Manager's Update

#### Grange Park Merger Update

The merge between Grange Park and Bloomfield Medical went well over the weekend of the 2<sup>nd</sup> of November 2019. All patients' records have merged successfully. There have been no drastic changes at the surgery, patients can still ring directly to Grange Park and patients are being offered appointments over the two sites. Nurse's appointments can now be booked for reviews such as COPD, Diabetes, and Asthma etc. at the surgery. Dr Morcos will still remain at Grange Park for GP appointments for patients. Walk in appointments will be available only on a Wednesday from the 1<sup>st</sup> January 2020. The website has now being merged, so patients typing in Grange Park Surgery in the search bar will be directed straight away to the Bloomfield Medical website.

## **Family and Friends Feedback Forms**

Members of the PPG have spent time in the surgery waiting room with patients during November and the early part of December to get feedback regarding the surgery. A total of 120 feedback forms were filled in. Two more dates have been organised for December for members of the group to come into the surgery to get patients to fill in the feedback forms. Additional dates for 2020 have gone out to members to volunteer their time to come into the surgery and a rota will be created. AL will distribute this rota as soon as names and dates are confirmed.

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

This year's self-care week was all about Vitamin D. Information was sent to AL from the group to put together and create a campaign in the surgery. Information was put on the Health Board in the waiting room for patients to read about Vitamin D. Information was also put on Facebook and the Website.

The group have been asked for suggestions as to what we can do for next year's Self-Care Week.

## **2019 Flu Campaign Update**

We have held 5 specific flu sessions at Bloomfield Medical Centre and 1 up at the Grange Surgery. Patients who are over 65 and other eligible patients had been invited to attend. The clinics were well attended with the opportunity for patients to walk in on the day or make an appointment in advance. There were a few patients who did not attend on the day but the majority of booked appointments were attended. The following activities were carried out as part of the campaign:

- Invitations by letter to all 'at risk' groups.
- Posters were put up in the surgery and on the Envisage Screens
- Information was put on Facebook and the practice website
- Text messages were sent to all eligible patients between 5<sup>th</sup> and 9<sup>th</sup> of September (only patients with mobile numbers)
- Letters were sent to patients aged 65 years and over on the 5<sup>th</sup> September 2019
- Letters were sent to pregnant patients during November
- Further letters were sent to eligible patients on the 5<sup>th</sup> of November
- SMS Text message were sent to those eligible under 65 (CCG initiative) on the 3<sup>rd</sup> December 2019
- Further SMS Text messages were sent to 2-3 year old on the 3<sup>rd</sup> December 2019
- Nurse practitioner home visits to housebound patients
- Neighbourhood Team have been vaccinating eh care home/nursing population
- Leaflet drop was done by a member of the PPG in the local area

## **Feedback from the PPG Network meeting held on 18<sup>th</sup> November 2019**

### Fylde Coast Medical Services

The Director of the Fylde Coast Medical Services (Dr Zakia Atcha) gave a presentation about the urgent medical services facilities on the Fylde Coast.

### My GP App Presentation

The presentation included how the app works and its benefits. As part of the presentation it was suggested that members of the PPG groups could help teach patients how to use the My GP App, this would encourage more people to use it. The equality and inclusion implications were also discussed, for example, people who don't have smart phones, or people who cannot afford to buy them etc.

During this presentation, Video Consultations were mentioned briefly, to which Bloomfield Medical Centre can confirm that this is a service that is currently offered at the surgery.

### PPG Network Development

The purpose of PPG's was said to be the 'eyes and ears' of the patients.

There are to be workshops to find out what the PPG's want from the PPG function.

The group was asked if they wanted to remain with the CCG, the consensus from the group was that they did want to stay with the CCG.

Amanda Bate of the Fylde Coast CCG said that she would organise a 'task and finish' group of about 4 people to work on this. Details to follow.

There continues to be a very limited involvement from the Blackpool practices that were involved in the PPNG prior to the merger with the rest of the Fylde Coast.

## **International Men's Day 19<sup>th</sup> November 2019**

The conference was held at the Blackpool Football Ground.

The key focus of the conference was men's mental health and the importance of men being able and comfortable with speaking about their mental health problems. Included was sexual abuse in childhood, addiction, PTSD and other issues. The importance of organisations/workplaces being committed to supporting mental health welfare, in particular the difficult/hard to reach group, i.e., men. There was a big emphasis on employers putting policies and procedures in place as well as support systems to help people with mental health issues.

There were several speakers on the day including a recovering drug and alcohol addict as well as an ex-professional England footballer who talked about their own experiences regarding mental health.

## **Any Other Business?**

GC discussed having other campaigns in the surgery such as Carers, Men's Health etc. The group need to send ideas to AL to organise.

**Date of Next Meeting:      Tuesday, 11<sup>th</sup> February 2020 – 5pm to 6.30pm**