

# Patient Participation Group

## Minutes of Meeting held on Tuesday, 11<sup>Th</sup> February 2020

<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)

### Apologies:

Mark Duckworth	Patient (MD)
Donald Clough	Patient (DC)
Deborah Morgan	Patient (DM)
Malcolm Hyland	Patient (MH)
Camila Hall	Patient (CH)
Stephen Gomersall	Patient (SG)

### Welcome and Apologies

Chairman welcomed the group to the meeting and announced apologies from MD, DC, DM, MH, CH & SG.

### Minutes from the Last Meeting

The minutes from the last meeting on the 10<sup>th</sup> December 2019 were accepted and closed out. No issues were raised from these minutes.

### Practice Manager's Update

#### Practice Boundary

Now that Grange Park has merged with Bloomfield Medical, discussions have begun with regard to the boundaries that both the sites currently cover. A decision is needed as to what boundary for both sites will be manageable ensuring we can still offer a high standard of service. A diagram was circulated with the original boundary for both Bloomfield and Grange surgeries which also incorporated the proposed new boundary for both sites. Members at the meeting were happy with the proposal and agreed that the boundary needed to be changed to reflect both sites; they agreed that the current boundaries would be too large an area to cover. A couple of questions were raised by the group:-

1. How are we going to communicate this change to our patients, will we send letters or perhaps texts?  
GC suggested using social media and putting the information on our website as well as posters in both surgeries (we currently have over 15,000 patients so letters may not be an option)

2. Will we still keep the existing patients who will be outside the boundary once the change is in place?  
GC confirmed that the patients would be able to remain at the surgery but no home visits would be carried out if they were needed (again this would need to be communicated to the patients). It was discussed that patients who have long term medical issues who would need frequent home visits would be advised to change to a more local surgery to ensure their care needs were met (this could be done via letter).

It was discussed that all new patients wishing to register from outside the new boundary would be encouraged to register locally to where they live.

### Dr Morcos

Unfortunately, Dr Morcos has decided not to stay at the surgery and has moved onto pastures new. We wish him all the best for the future.

### Duty List

Early stage discussions are under way regarding the daily duty list and the amount of patients that are put on the list during the two daily sessions (morning and afternoon). The duty GP and nurse can get up to 200 calls in a day and this is on top of the regular routine appointments. Work is underway to look at what can be done to take some pressure off the duty list, whilst ensuring that all patients are dealt with appropriately and efficiently. Some of the areas that are under discussion are:

- Closing the duty list down earlier i.e. 3 or 4pm instead of 6.30pm – however, there would be exceptions to this such as children under 12 years old would still be seen or very urgent patient medical issues.
- Sick notes not to be put on the duty list but on a separate grid – GP's that are not on duty that day to take these and process.
- Medicines and Prescription queries to be put onto a separate grid – only urgent to be put on the duty list
- Test results – we are looking at a way we can manage these without putting them on the duty list.
- Patient request for letters, forms etc not to be put on the duty list – discussion surrounding how we handle these.

**All of the above are work in progress and no formal decisions have yet been made. Once decisions are made, the patients will be communicated with in relation to the changes to the daily duty list.**

## **Family and Friends Feedback Forms**

Members of the PPG have spent time in the surgery waiting room in January 2020 and we've had a good response from patients. A total of 66 feedback forms were filled in. We are looking for volunteers from the group to come into the waiting room to help with these form for February, March and April 2020. Please email AL if you can volunteer some of your time during these months.

## **Feedback from the PPG Network meeting held on 20 January 2020**

Key points feedback from the meeting, attended by Peter Leedale (PL), Chairman

### Let's Talk Cancer

The group were updated on the Let's Talk Cancer campaign which is going to be launched on Tuesday, 4<sup>th</sup> February 2020, to link in with World Cancer Day. The main reason for this campaign is to try to encourage people to talk more openly about cancer, reduce the stigma attached and in turn improve screening and early detection rates. The group were informed that there have been a number of materials produced to put up around the practice and community areas.

### Community Self Care Fund

The group were informed that NHS and local authority partners in Lancashire, Blackpool, and Fylde & Wyre have produced a funding pot of £3,000 where the community and the voluntary sector can bid for small grants to help promote and encourage self-care behaviours. The applications will be read through by a panel of volunteers for shortlisting. An event will be taking place in March for the shortlisted applicants where the community will decide who receives the grants. The closing date for the applications is Friday, 14<sup>th</sup> February 2020.

### Changes to Friends and Family Test (FFT)

The group were informed that the FFT is a feedback tool that allows patients who use NHS services to provide feedback on their experience. The FFT currently asks people if they would recommend the services via a range of options, but from April 1<sup>st</sup> 2020 the question will have a free text so you can give your feedback. This will allow NHS England to identify what is and isn't working well.

### PPG Network Development

The group were informed that a workshop may be held in May to allow the PPG's to give their feedback on any concerns or how they would like the meeting to look going forward.

PPG Network representatives were asked to think about what they did and didn't like about the way the Network meetings were currently held so solutions can be found to help the group develop following the workshop.

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.

### Any Other Business?

AL – The annual PPG Conference will be held on Wednesday, 1<sup>st</sup> April from 9.30am to 4pm, in the conference room at Trinity Hospice - MW and AL will attend on behalf Bloomfield PPG.

**Date of Next Meeting:      Tuesday, 31<sup>st</sup> March 2020 – 5pm to 6.30pm**