



The
**Chorley
Surgery**



Minutes

Patient Participation Group Meeting Minutes 18th July 2018

Attendees: Dr Lindsey Dickinson –GP Partner at The Chorley Surgery **LD**
 Andrea Kershaw – Operational Manager at The Chorley Surgery **AK**
 Tricia Bradley – Patient representative **TB**
 Maureen Clitheroe – Patient representative **MC**
 Mary Hargreaves – Patient representative **MH**
 David Ryder – Patient representative **DR**

Apologies: Andy Yeomans – Chair **AY**
 Julia Sandham – Patient representative **JS**
 Frank Williams – Patient representative **FW**
 Angela Austin – Patient representative **AA**
 Susan Smith – Patient representative **SS**
 Edward Brierley – Patient representative **EB**
 Emma Carter – Patient representative **EC**
 Sarah Hunter – Patient representative **SH**

AGENDA ITEM		ACTIONS
1.	Introductions – all members introduced themselves. The following notes are a summarised view of discussions undertaken at the meeting.	
2.	Minutes from last meeting held on 24th January 2018	APPROVED
3.	Declarations of interest – none declared	
4.	Actions from last meeting <ul style="list-style-type: none"> a) Patient leaflet on make-up of appointments – LD gave an overview of the leaflet that had been produced and explained the appointments system. b) Patient leaflet on minor ailment scheme – LD gave an overview of the leaflets that she had been produced. c) “Voice call” LD – advised that this was now activated and visually impaired patients could now hear their names being called. 	

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	<p>d) Water fountain – LD advised that we were awaiting quotations.</p> <p>e) 2nd waiting room door , seating and fans– LD – advised that the door had now been opened, seating had been rearranged and due to the hot weather we have recently had wall fans mounted in the waiting room all of which we now hope is making things more comfortable for all of our patients.</p> <p>f) Pram park – LD advised that the unused waiting room at the front of the building now has a door sign and can be used as a pram/wheelchair park.</p> <p>g) Prescription queries – LD explained that there was no solution to the problem however if patients were signed up to Patient Access and wished to order their prescriptions this way there is a messaging facility whereby patients can message the GP direct and request acute prescriptions.</p> <p>h) Feeling sick poster – LD – advised that this was now displayed in the waiting room</p> <p>i) Website – Nurse led area – LD asked all present to please read the document that had been produced by Sarah Platt (practice nurse) and asked for feedback. LD will update with more information on travel clinics and blood clinic information.</p> <p>j) What is an ANP – LD advised that she is currently compiling a leaflet acquiring evidence from the nursing and midwifery council. LD gave a brief overview of the role of an ANP and how this differs from the role of a GP. LD also explained that when a patient calls the surgery she now says within the message that an appointment with an ANP may be offered.</p>	
5.	Practice Nurse Survey	NOT DISCUSSED
6.	Patient Participation Survey 2018 – LD asked all present for feedback and thoughts as to if any other questions could be added. All agreed that the questions asked were satisfactory.	APPROVED
7.	Date of next meeting – see below	APPROVED
8.	<p>ANY OTHER BUSINESS</p> <p>Diabetic review letter – TB commented that she had recently received her diabetic review letter which she thought was very informative and gave good advice.</p> <p>Telephone message - MC reassured us that listening to Dr Dickinson’s voice when you ring the surgery was far better than listening to a receptionist’s voice.</p> <p>Continuity of care for patients aged 75 and over – LD explained</p>	

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that hopefully due to the fact The Chorley Surgery now has 4 regular GP's and 2 ANP's that continuity could now begin to work.

Salaried GP – LD advised all present that we now have a new female GP Dr Fiona Tyacke who will be working 3 days a week for The Chorley Surgery.

CCG Director for Primary Care – LD announced that this was now her role

Medication Review in Pharmacy- MC queried how could medication review for hypertension be done by a community pharmacist if they are not checking blood pressure when you attend **LD** to contact CCG

Osteoporosis Clinics – MC asked if this could be included as a chronic disease area that is looked at with GP care. **LD** agreed that this should be discussed at our next clinical meeting.

GP's with special interests – LD commented that at our next clinical meeting GP's would be asked if they had any special interests and this information would then be included on the website.

Mental Health – DR asked if there would be better services for patient with mental health problems. **LD** explained that there was a lot of pressure on the service provided by Lancashire Care. **LD** informed all present that in the very near future we should see mental health workers and counselling services being offered again in surgeries however this may not be at your surgery but with a local surgery. **LD** advised that as now she was a director at the CCG she would speak to the relevant people that provided this service for further updates

DESMOND Programme – LD explained that there is a lot of work going on at the moment around improving control of diabetes. **TB** commented she was diabetic and volunteered to be included in this event. **AK** to email Sarah Grindley this patients details.

Patient engagement services – PPG members to be emailed questionnaire for a wider view and opinion.

Date and time of next meeting: Saturday, 20th October at 10.00am

Venue: The Chorley Surgery Meeting Room