



The
**Chorley
Surgery**



Minutes

Patient Participation Group Meeting Minutes 10th April 2019

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**
 Andy Yeomans – Chair **AY**
 Edward Brierley – Patient representative **EB**
 Neil Aspinall – Patient representative **NA**
 Norman Allen – Patient representative **NALL**

Apologies: Andrea Trafford – The Chorley Surgery Business Manager
 Susan Smith – Patient representative **SS**
 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 27th November 2018	APPROVED
3.	Declarations of interest – none declared	
4.	Actions from last meeting a) A poster for patients to advise of collaborative appointments to be displayed and advertised as some members present had never heard of the extended hours service. AK advised that this information is now on a poster at reception, on the website, Facebook and the newsletter. b) Patients asked were there any provisions for audio so that dyslexic patients or patients that cannot read could listen to	



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	<p>the leaflets. AK advised that Sarah Grindley (administrator) had contacted the CCG and her contact there was still looking in to this.</p> <p>c) Patients asked were there any IT provisions for displaying sign language on the screens for the hearing impaired. AK advised that Sarah Grindley (administrator) was still looking in to this.</p> <p>d) Water Fountain – patient ideas were maybe a poster and box to advertise that we were trying to raise funds for a drinks fountain should be displayed along with a poster and box to advertise this – AK advised that we can't have money boxes left at reception as it could be stolen.</p> <p>e) Water fountain – patients asked could we also price up what it would cost to rent a drinks fountain. AK advised quote was £600 per year plus consumables. NA advised he too would look into costings for a water fountain/bowser.</p> <p>f) Patients asked what were the current savings since stopping 3rd parties ordering patient prescriptions AK advised that a letter from Jane Brownhill, Senior Finance Manager at the CCG confirmed that The Chorley surgery savings for the first 12 months we're calculated to be £13.9k.</p> <p>g) Patient Survey – How was the survey done and who was it sent to. AK advised the patient survey were created using questions around local services, access, making an appointment, overall health and experience. The survey was presented at the PPG meeting before being rolled out for any questions, comments. The surgery was displayed in the waiting room with a poster, it was advertised on the patient newsletter, Facebook and the website</p> <p>h) Extended access (collaborative appointments) could this be advertised more? The patient survey highlighted that 29 patients said they were not aware of this service and therefore needs to be advertised more. AK advised that information regarding this can be listened to when you ring the surgery whilst waiting to connect to a receptionist, there is a poster at reception; it is on the website, Facebook and the newsletter.</p> <p>i) TV monitors in the waiting room – could the TV monitors in the waiting room be updated more frequently with campaign information? AK advised that the information had recently changed and after speaking with Sarah Grindley the information would be changed on a monthly basis.</p> <p>j) TV monitors in the waiting room – could the content of the campaigns on the TV monitors be enhanced with a sign</p>	<p>NA will advise of other options</p>
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	<p>language interpreter for the hard of hearing. AK advised that the media that was uploaded did not always have subtitles but as previously mentioned the CCG were also looking in to this.</p>	
<p>5.</p>	<p>Vice Chair role vacancy</p> <p>LD gave an overview of the role of Vice chair and chair explaining that the PPG had now been running for 3 years with AY as chair. Faith Lees had recently retired as vice chair and therefore we were still looking to fill this position.</p> <p>LD explained how PPG's are a forum for discussion and how PPG's can organise valuable activities such as fund raising events, raising money for items that can be used in the practice i.e. water fountain. Group sessions could also be held in line with campaigns or particular health problems whereby patients could champion the event, share their experiences and find solutions to problems or make suggestions to help each other. NA advised that he would be happy to champion Men's Mental Health and Cluster Headaches.</p> <p>EB referred to the policy that was discussed at the last meeting in November (Patient Policy Group Constitution) and queried the Quorum. What is the Quorum?</p> <p>All in attendance decided not to elect anyone as Vice Chair but to discuss the options again in the future.</p> <p>All in attendance agreed that the terms of reference should be looked at again so that we can keep the PPG group informal, unless we need to formalise the group in the future.</p>	<p>No response yet received to fill this position</p> <p>AT to advise on policy wording</p>
<p>6.</p>	<p>Any Other Business (AOB)</p> <p>Booking Management Service – PPG member had been referred to ENT and contacted BMS to make their appointment and was offered Beacon Services at The Chorley Surgery. LD advised how Beacon ENT were commissioned by the CCG and were using the first floor of The Chorley Surgery to see patients that had been referred to ENT. LD explained how more services in the future may</p>	

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	<p>be offered in the community in clinics instead of patients having to attend hospitals.</p> <p>LD will feedback to CCG that patients should be kept informed of services and ask them to advise patients that they may not be seen in a hospital for their clinic appointment and could be seen in the community</p> <p>Prescription request rejected – could the surgery look in to if a prescription request is declined could the patient be informed by text or message that they need to be seen before further prescription are issued. AK advised that if the patient had ordered via patient access there was a facility to do this using the messaging bar.</p>	<p>LD to feedback to CCG</p> <p>AK to raise with clinicians at clinical meeting</p>
<p>7.</p>	<p>Date of next meeting – now half yearly</p>	

Date and time of next meeting: WEDNESDAY, 9th October 2019 at 18.30pm

Venue: The Chorley Surgery Meeting Room