



The  
**Chorley  
Surgery**



## Minutes

### Patient Participation Group Meeting Minutes Thursday 28th September 2022

**Attendees:** Dr Lindsey Dickinson – GP Partner at The Chorley Surgery  
Sarah Grindley – Executive Assistant at The Chorley Surgery  
Tricia Bradley – PPG Chair  
Neil Aspinall – PPG Vice Chair  
Emmy Hargreaves- Health Watch Lancashire  
**Patient representatives:** Mary, Margaret, Zoe, Mel, Nicola, Anne,  
Judy, Norman

**Patient surnames not included to protect the confidentiality of our PPG members. All minutes of these meetings are distributed to all virtual PPG members. They are displayed on our website and occasionally on our PPG board displayed near reception.**

**Apologies: Patient representatives:** Susan, Emma

AGENDA ITEM		ACTIONS
1.	<b>Introductions – all members introduced themselves –</b> The following notes are a summarised view of discussions undertaken at the meeting.	
2.	<b>Minutes from last meeting held in March via Zoom 2022</b> Minutes approved	<b>Approved</b>
3.	<b>Declarations of interest –</b> One patient works within IT for health sector.	
4.	<b>Action form the last meeting</b> <ul style="list-style-type: none"><li>• Complete</li></ul>	

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<p><b>5.</b></p>	<p><b>Items for discussion</b></p> <p><b>Ovarian Cancer- Information to be displayed</b> TB discussed ovarian cancer and how the symptoms can be quite difficult to identify. TB suggested displaying this information to raise awareness. LD advised we do have a cancer board in the corridor, and we display monthly campaigns according to Public Health England. We also have a dedicated cancer champion who does work around ensuring people are attending their cancer screening once called. <b>SG to ensure this information is on the schedule to be displayed and uploaded to social media.</b></p> <p><b>Water dispenser in the waiting room</b> NA advised he looked at some option and pricing for this some time ago and there were several options to consider, some more reasonable priced than others. LD explained that infection control was a potential issue here as patients could put their mouth around the water fountain and cups etc could be left lying around which would also be an infection control issue. LD also advised that we are in the process of becoming a 'greener practice' therefore single use plastic is something we have been working hard to decrease. <b>LD advised she will take this request to the business meeting and feed back at the next PPG.</b></p> <p><b>Patient Survey</b> Discussions took place around previous patient surveys which some patients felt were too long and included some unnecessary questions. Suggestions were made for the survey to also be accessible online via mail chimp/Microsoft forms. <b>SG to look into this.</b> Suggestions were made to amend a couple of questions on the survey to enable us to capture more data. <b>SG to action.</b> It was also discussed and suggested we look at this being more accessible for patients whose first language is not English. <b>SG to look into this.</b></p> <p><b>Patient Newsletter</b> SG advised the Winter edition is due in the next few weeks and</p>	<p><b>SG to action</b></p> <p><b>LD to action</b></p> <p><b>SG to action</b></p>
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	<p>advised of the items planned to be included in this. SG advised Mission Christmas is a charity who collect presents for children for Christmas, as a surgery we do this every year and ask patients to help too if they can. We advertise this in the waiting room and on Facebook/website.</p> <p>LD advised of our GP Dr Grant who recently won a national award for his work in promoting and implementing wellbeing areas for the staff at the surgery. LD advised he is keen to progress this further. SG advised plans to do 'active practice' month, displaying all the local health and wellbeing classes/groups to encourage patients to get involved.</p> <p>SG advised of our social prescriber Suzanne doing some 'drop in' sessions in surgery for patients to nip in for a chat with her without having to book an appointment. All future dates of these drop-in sessions will be displayed on the patient newsletter, website, and Facebook. The next drop-in session is Tuesday 11<sup>th</sup> October 9am-12pm. Suggestions for more of these at alternative times, evenings/weekends for working patients. <b>SG to feedback.</b></p> <p>Patient suggested we include our two new GP's in the patient newsletter and on the website- <b>SG to action.</b></p> <p>Some suggestions also for 'winter tips', how to keep warm this winter. <b>SG to action.</b></p>	
<p><b>6.</b></p>	<p><b>Items for Information only</b> <b>Flu campaign</b></p> <p>LD advised our flu clinics start this Saturday 1<sup>st</sup> October. We have called most eligible patients now and will continue to contact patients who are eligible. LD advised this year, anyone who has a mobile number on their records is sent an invite via text which contains a link that patients can open and book a time/date for their flu vaccine suitable to them. LD advised that we are not providing the COVID vaccinations here this year.</p>	<p><b>Info only</b></p>
<p><b>7.</b></p>	<p><b>Any Other Business (AOB)</b> <b>Menopause</b></p> <p>One patient was querying if there is a GP with a special interest in women's health. LD advised our ANP Rachel does and that she has specific appointment slots for this. Patient also suggested more information around menopause to be displayed on the surgery website. SG advised of a menopause support group held</p>	<p><b>SG to action</b></p>

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at Clifford Street on a Friday at 11.30am. Discussions took place around the timing of the group and that its not accessible for working patients. **SG to feedback and identify if any other support available.**

Discussions around medication and prescriptions took place. LD advised that there are national shortages currently on a number of medications and therefore shorter prescriptions being actioned to enable supply to be evenly distributed between patients as per demand.

### **BSL**

One patient attended today to feedback and support us in ensuring we are as accessible as possible for the BSL community. Discussions took place around potentially having a text number for these patients to use. Patient advised in terms of displaying information, visuals including logos etc are effective, also the positioning of posters is key in enabling patient to identify these upon entering the building. **SG to contact patient directly to develop this further.**

### **Further comments/suggestions/feedback:**

- One patient suggested that the carers board include more information and support for carers of children. **SG to feedback to carers champion.**
- Suggestion for more support displayed for childrens mental health. **SG to look into.**
- Patient thanked us for the new blood pressure machine in the waiting room, finds this useful especially because you don't need an appointment to use it.
- Patient thanked us for displaying BSL poster.
- Patient mentioned we still have a 'covid vaccination centre' sign outside and this may be confusing for patients. **SG to action.**

**Date and time of next meeting:** February 2023

**Venue:** The Chorley Surgery- meeting room