

The Village Surgery

Patient Participation Group (PIP)

Monday 9th September 2019

Present:

Dr C Bolton	(CB)	Partner / General Practitioner
Ms S Lowe	(SL)	Practice Manager Partner
Mr R Pontefract	(RP)	Chairperson
Mrs D Taylor	(DT)	Vice Chairperson / Patient
Dr A McInnes	(AMc)	Committee member / Patient
Mrs S Reece	(SR)	Committee Treasurer / Patient
Mrs M Hearn	(MH)	Committee member / Patient
Mr R Aspinwall	(RA)	Committee member / Patient
Mrs A Malone	(AM)	Committee member / Patient
Mrs J Cork	(JC)	Committee Secretary / Patient
Mrs L Harvey	(LH)	Committee member / Patient
Mr R Brereton	(MrRB)	Patient

In attendance: 3 patients

Agenda Item	Notes	Action by:
1. Apologies	Mrs R Bradley Mr M Lyons	
2. Welcome & Introductions	<p>The committee welcomed RP back into the Chair following a recent period of absence.</p> <p>RP and the committee thanked DT for her support during his absence. DT had undertaken the role with the passion and commitment required of a good chairperson.</p> <p>Mr Lyons had invited patients to attend the meeting and so RP welcomed the patients in attendance and the committee introduced themselves.</p> <p>RP said he hoped that the patients would enjoy the meeting and find the discussions valuable. RP said he hope they would return because the only way to make the group work was if everyone did a little bit in terms of contributing to support the practice.</p> <p>RP explained to the new patients how the committee functioned.</p>	
3. Minutes of the last meeting; 15 th July 2019 inc	<ul style="list-style-type: none">Accuracy – JC confirmed that the minutes prepared by SL had been proof read by herself prior to circulation and she was happy with the	

<p>matters arising not on the agenda</p>	<p>accuracy. JC proposed the minutes and SR seconded the acceptance of the accuracy of the minutes</p> <ul style="list-style-type: none"> • There were no matters arising that were not on the agenda 	
<p>4. Newsletter</p>	<p>SL confirmed that all articles had been sent to RB in advance of the deadline. AM confirmed that the articles had been received by the printers. DT stated that RB had confirmed receipt of the articles prior to her holiday.</p>	
<p>5. Treasurer's report</p>	<p>SR agreed to take on the role of Treasurer.</p> <p>SL informed the group that she would embed the account position into the minutes and would share with SR whenever there was a credit or a debit. This would be updated at the meetings by SR.</p> <div style="text-align: center;">  <p>PIP IE spreadsheet.xlsx</p> </div>	
<p>6. Report from the Chair</p>	<p>Due to RP returning to the Chair he did not have an update on this occasion.</p> <p>DT was invited to provide any update but felt there was nothing to report.</p>	
<p>7. Report from Practice</p>	<ul style="list-style-type: none"> • Saturday mornings: Arrangements for access on Saturday mornings has changed. The practice has not signed up to the Primary Care Network (PCN) contract and so we have lost the funding for providing this. This money is now going into the local PCN and they are going to be responsible for delivering Saturday services going forward. We had hoped to carry on with funding coming back to us from the PCN as we thought they would need the support of the practice team but we have not heard of any arrangements for patients and we have not been approached about any service. When we get an update we will share with our patients • Pharmacist clinics: Arrangements have altered for Pharmacist appointments. This was largely due to 2 things; 1) the repeat prescription process needed review and the Pharmacist was required to support that work to improve safety and reduce the number of complaints we had been receiving and 2) some of the appointments were being booked into inappropriately. This was proving to not be effective use of her time 	

	<p>so access to these appointments are only after a GP or pharmacist decision that the medication review is so complex it can't be done any other way. Routine and straight forward reviews will be done via telephone appointment</p> <ul style="list-style-type: none"> • SL confirmed that PIP feedback was shared within the practice. Any specific positive or negative feedback was shared with the individual and all feedback was shared at the practice meeting • Appointments at Freshfield: The group asked if the appointment system could be explained again as this seemed to be confusing for some patients. The issue was identified as a result of a notice in the Freshfield waiting room. SL agreed the notice was a little confusing and agreed to update it to make things clearer • E-consult: No further update, other than numbers remain lower than anticipated. RA asked about e-consult as he had not heard about it. CB explained and directed RA to the practice website to investigate further • SL and CB updated the group on recent staff changes. The practice had welcomed 2 new receptionists and the previous reception supervisor was now working as part of the pharmacy team. The practice also welcomed a new practice nurse, Louise. • SL said that time was being identified for Jack to get the television up and running in the waiting room at the Village Surgery site. This will be loaded with information about health and wellbeing as well as practice information. RA welcomed this progress • SL confirmed she would produce fliers about the Christmas and New Year opening times (which will also include information on requesting prescriptions) 	
<p>8. Group Members – help required</p>	<p>a) Raffle will commence week of 21st October. DT circulated the list for further volunteers again. DT also suggested the raffle was done in pairs to try and capture more patients</p> <p>b) It was confirmed that SL will prepare the minutes. She will then send them to JC for proof reading. If there are any amendments JC will inform SL who will make these. JC will circulate the final version by e-mail to those who have email addresses and SL will then meet RP to ensure paper copies are sent to those who require them</p>	

	<p>c) SR was duly appointed as Treasurer</p> <p>d) RP explained that volunteers were expected for 2020 for the Friday morning social prescribing sessions. It was agreed that this list would be brought to the next meeting</p> <p>e) RP agreed following a conversation with SL to sort out the leaflets for the Friday morning session when he was next in practice. It was agreed that the leaflets could be moved to the top shelf of the cupboard and displayed in the leaflet rack behind the cupboard. SL suggested that perhaps a 2 drawer filing cabinet may help as the volunteers could be seated whilst opening the draws which may help those who struggle to bend to the bottom shelf. It was agreed there were 2 options to resolve the problem and SL and RP would sort out ASAP</p> <p>f) Linked to D – RP said it was a great opportunity to collect patients views and ideas to help the practice make improvements</p> <p>g) RP shared the details of the Big Chat event to be held by the CCG and asked members to attend if possible</p> <p>h) LH informed the group that she had been working with AMCI to identify local practices across Southport & Formby and had contact details for all of the practice managers. They intended to contact all practices to see if their PPG members would be interested in meeting up to share ideas and form a larger group to represent a larger patient population. EH agreed to keep the group informed.</p>	
<p>9. AOUB</p>	<ul style="list-style-type: none"> • In advance of the AGM committee members are to let SL know if they wish to take up any of the official positions or would like to be nominated as a formal member of the committee • SL has asked Lisa Roberts, Practice Manager from Freshfield Surgery to attend the next meeting • All future meetings will return to the Village Surgery premises • SL asked the members to think about a survey for this year. Whilst we have collected a lot of feedback during the year from the Friday sessions SL suggested the group may want to focus in on something to get a broader response. SL said she would support the preparation of the survey and produce a report of the results if the committee let her know what they want to do • Proposed dates for next years meetings are 	

	(these will be confirmed at the end of each meeting): January 13 th March 9 th May 4 th June 29 th August 24 th October 19 th - AGM	
10. Next meeting	Monday 18 th November 2019 @ 18:45 The Village Surgery	