



Patients Participation Group Meeting

Marus Bridge Practice

Minutes of Meeting Held on 10th May, 2016

Attendees:

Jimmy (Patient) (Chairperson)
John (Patient)
Cris (Patient)
Joan (Patient)
Sue (Patient/Secretary)
Lisa (Asst Practice Manager)
Wendy Fairhurst (Advanced Nurse Practitioner)

Apologies:

Sharon (Practice Manager)

No:	Agenda	Action
1.	<p>Apologies were received Sharon.</p> <p>Practices Working Together – Models of Care (AOB Item) (It was agreed that Wendy Fairhurst could present the following AOB item first as she had to leave before the end of the meeting)</p> <p>Following on from Dr. Kirk’s presentation at the last meeting, (Models of Care) Wendy gave an update.</p> <p>The push continues from Devolution Manchester (Devo Manc) to have ‘Clusters’ of GP practices working together to reduce replication of services that could be delivered in a joint working model, thereby delivering care more efficiently and improving services to the patient. For the future this is paramount as there is a national shortage of GP’s and Advanced Nurse Practitioners. The Working Group have identified that the Cluster for our area, which will be known as South Wigan and Ashton North, (SWAN) is to consist of all the GP practices within Chandler House, Dr. Saxena (Winstanley Medical Centre), Bryn Cross Surgery and Ashton Medicentre and it is hoped that other services (e.g. Social Services and Public Health, etc) will also have an input.</p> <p>A ‘Walk In’ service will be provided to enable patients to be seen on the day of request. It is envisaged that attendees will have mainly minor ailments which can be seen by other health service practitioners and do not necessarily need to take up a GP appointment. This will free up the GP’s time to work with the more complex cases (e.g. the frail elderly and patients with chronic/multiple health issues) thereby aiming to reduce hospital admissions and also unnecessary A & E attendances.</p> <p>The premises for the above have not, as yet been identified. However, both Chandler House and/or the possibility of a separate location i.e. Sainsbury, as</p>	



Patients Participation Group Meeting

Marus Bridge Practice

	<p>this had previously been identified as a potential 'Hub' for the Prime Ministers Challenge Funded 'GP Extended Access' Pilot. Sainsbury has the facility to provide more care parking spaces and easy accessibility as it is central to all Practices.</p> <p>The Working Group is aiming to put together a business plan by the end of June, for CCG approval. The funding for this initiative is hoped to come from the Devo Manc 'Transformation Fund' and if approved, there will be a publicity campaign to ensure patients are aware.</p> <p>Currently there is not a patient representative on the Working Group and as patient engagement is a key theme with the CCG, Wendy has said that, although this may not be relevant in the business planning stage, she will raise this issue for future meetings.</p> <p>2. Review of Minutes of Meeting Held on 15th March and Matters Arising:</p> <p>a. SCEOS: Lisa has contacted the Practice Managers of the practices within Chandler House regarding Chairpersons of their PPG's sharing contact details with each other to work together. Other than Dr. Ollerton's Chairperson, no other responses have been received.</p> <p>b. Heartstart/Defibrillator Training: Jimmy, Joan and Cris attended the above session and felt it was excellent. Linda Pilling from Wigan Council offers the course free of charge and it was felt that it would be really useful to extend it to all patients within the practice. Therefore, it was agreed that the course could be advertised on the information screen in the waiting room and a list of names of interested patients taken to ascertain the feasibility of offering another course.</p> <p>Jimmy showed the group the 'credit card size' folding card with CPR guidelines on, which he had obtained from the British Heart Foundation (BHF), as there were no handouts available to accompany the course. It was felt that these would be useful for patients therefore Lisa will contact BHF to order some for the practice. Jimmy felt also that a visual guide would be useful. Therefore, Jimmy will provide Lisa with the contact details for ordering the cards and Sue will check availability of visual CPR guidelines</p> <p>c. Digital Library: Sharon has not yet been able to contact Paul, with regard to offering Internet Training for patients.</p>	<p>Wendy</p> <p>Lisa</p> <p>Jimmy, Lisa & Sue</p> <p>Sharon</p>
--	--	---



Patients Participation Group Meeting

Marus Bridge Practice

	<p>d. Hawkley Hall High School Project: Hawkley Hall have not as yet been contacted.</p> <p>e. Health Record: Still in progress. An information text or email is to be sent to patients advising that they need to bring ID to the surgery and to complete a form if requiring access to sections of their records.</p> <p>Locality Meeting Update:</p> <p>3. Jimmy presented the group with notes from the March meeting, however, was unable to attend the April meeting.</p> <p>Sue informed the group that due to other commitments, she will not be able to attend any further Locality Meetings. Cris and John offered to be the representatives to support Jimmy, as required. Sue will contact Rachel Richardson to ascertain if she is still able to be a member of the CCG Forum, as representation on this group is usually as a 'feed up' from the Locality Group.</p> <p>CCG Meeting Update:</p> <p>4. Sue was unable to attend the April meeting, however, she will forward the minutes to the PPG members when she receives them.</p> <p>Patient Feedback:</p> <p>5. The comments box in the waiting room was empty, however, Jimmy shared the 'Friends and Family Test' comments and these were all extremely positive.</p> <p>Any Other Business:</p> <p>6.</p> <ul style="list-style-type: none"> a. Aural Care: A lengthy discussion took place with regard to ongoing problems with the ear suction service provided by Bridgewater Health. Sue advised that it has been documented on the recent Ulysses Report, that this service has now been adapted to attempt to solve the problems. b. Discharge Procedures: This is another area of concern regularly documented on Ulysses. John has obtained the WWL policy for discharging patients. However, it was discussed that a policy is only relevant if staff are using it and that re-enforcement of the policy amongst staff is paramount. Again, a lengthy discussion took place. c. New Appointment System with Named Clinician: This is 'going live' in June. d. Podiatry Issue: Joan raised a problem that had occurred with regard to the after care from Podiatry surgery as it appears that only one follow up is given and then patients are left to deal with dressing the wound 	<p>Sharon</p> <p>Sharon or Lisa</p> <p>Sue</p>
--	---	--



Patients Participation Group Meeting

Marus Bridge Practice

	themselves. As one issue regarding the above occurred within Chandler House, Joan was advised to contact the Community Care Manager and also to discuss the same with Sharon. As the other issue is with the Podiatry Service, Cris agreed to raise this at the next ALPF Locality Meeting.	Joan Cris
	<u>Date of Next Meeting:</u> The next meeting will take place on Tuesday 5 th July at 1pm.	