**PPG MTG 9 6 2016**

PRESENT BILL GORMLEY BARBARA WESTON BABS MURRAY PENI HARGREAVES KAREN DONLEY HEATHER KYNASTON

 ANN ELLISON

APOLOGIES BARBARA SMITH KATH HORTON

**WELCOME**

Heather welcomed 2 new members to the PPG core group, Barbara Weston and Babs Murray.

**MSK PRACTITIONER**

Ann Ellison spoke about her role in the practice. Ann sees patients who call the surgery with musculoskeletal pain e.g knee pain, shoulder pain, back pain etc. Holland house GPs also refer patients to Ann. She works 2 sessions per week and has extensive background as a physio. Ann is also qualified in giving steroid injections where necessary.

The practice recently audited Ann’s work to evaluate the role. The results are below. This showed patient satisfaction of the service to be 90% excellent and 10 % very good. There were few DNA’s (did not attends). The conclusion was that the service Ann has been employed to give at the practice has been very well received and is an excellent alternative service the practice can offer the patients of Holland house.



**SURVEYS**

The practice carried out a survey over the past 3 months. Surveys were handed out by reception during various sessions and over both the main and branch sites. Over 300 surveys were given out and 88 completed surveys returned. The results are below. These results were discussed with the PPG and compared to previous surveys where similar questions had been asked. All agreed the results on the whole were excellent. The customer service training Holland house has done with the receptionists reflects in the survey results. The appointment system is working well, but more suitable appointments could be available for workers. Heather talked about the appointments available to book online and the early morning appointments available from 8am – these early morning appointments are being piloted at the moment but if popular will increase. Appointments will be a continuous improvement area.

The comments made by the patients from the surveys were discussed. Karen suggested doing a FAQ sheet responding to each comment and any other frequently asked questions.

Before the next survey in 2017/18 the PPG members will review the questions and ensure they are still relevant and update/amend if necessary.



**BABY CHANGING FACILITIES AT LYTHAM PRIMARYCARE CENTRE**

Karen and Peni highlighted that the baby changing facilities at the Lytham primary care centre were lacking. Although there is a room provided, the chair is too low for mum to breastfeed baby comfortably. There is no changing mat in the room, and no toys if mum has other children with her. Heather advised that the baby changing room was a shared facility with Fernbank surgery and the CCG. Barbara and Babs kindly agreed to provide costs for better equipment for the room. Heather will then take these costs to Fernbank and CCG to see if they will share the cost to give the room a makeover. Heather mentioned that there is a pot of money from a donation from the Friends of Lytham that could be used to refurbish the room.

**TITANIC**

Karen and Peni advised that there is a Titanic event at Lowther Gardens on 23 6 2016. Lowther has been given a donation from the Rotary club to support dementia and Lowther will use this money to give a discount on the ticket sale to the Titanic event for people with dementia and their carers.

**SINGALONG**

Following the success of the recent tea party at Lowther for people with dementia and their carers, Karen has suggested 2 more events. Another dementia tea party will be organised on November 24 2016 from 2pm for patients in rest homes and nursing homes at Lowther. Heather confirmed that Holland house will support both events.

The main singalong event will be on 11 5 2017 from 6pm.

**RESIGNATION**

It is with regret that Kath Horton has decided to step down from the Core PPG group. She will carry on being a virtual member.

**LOCUMS**

Heather advised that there has been a number of GP and staff changes in the past 6 months. Dr Chawla and Dr Ahmad have both emigrated abroad and Dr Lowe has now retired. Wendy Partington our nurse practitioner has also left Holland house. Daniel, deputy practice manager has also moved on.

In the current climate it is very difficult to recruit GPs but Holland house is pleased to announce they have been successful in recruiting 3 salaried GPs. Dr Aduri joined the practice in March 2016 and is working 7 session per week. We also have Dr Carey starting with us in August 2016 working 6 sessions and Dr Madan starting with us September 2016.

Until the 2 salaried GPs are in position, Holland house has 3 long term locums who are bridging the gap. Dr Rushton, Dr Surtees and Dr Chavali are working set sessions per week.

Holland house welcomes Wendy Hope to the nursing team as lead nurse.

Interviews for a new deputy practice manager are taking place next week.

**RECRUITMENT OF YOUNGER PPG MEMBERS**

Bill advised that he has liaised with the CCG regarding recruiting younger PPG members from local school/colleges. He will continue to pursue various avenues to encourage the younger generation to be an active part of their local patient participation group as their contribution and views would be useful.

Next PPG mtg will be held on 24 8 2016 in the Drs day room at Holland house at 10am