**PPG mtg 25/2/16**

Present HK, Peni Hargreaves, Michael Crowther, Bill Gormley, Jess Pilling and Angela Chadwick from the extensive service.

Jessica and Angela discussed the extensive service - leaflet summary attached.

HCK discussed the increase in verbal abuse the reception staff are having to deal with on a daily basis. One reception staff has recently handed in her notice as a result of this. The practice already has a zero tolerance policy. The PPG members agreed that this increase in abuse should not be tolerated and support the practice in making it clear such behaviour is unacceptable. Bill suggested an email from the PPG group should be circulated to all virtual and core members re this. The noticeboards in the practice should also clearly state re zero tolerance. The practice policy was discussed. A zero tolerance letter is sent to a patient advising his/her behaviour is unacceptable and that if further incidences occur their registration at the practice would be reviewed.

Peni gave a dementia update to the group.

Dementia friends have resulted in making 289 friends to date. Since the sessions were opened to the general public, people from Southport, Preston, Blackpool have attended. Also organisations including banks, NHS, dentists have all become dementia friends. Holland house is proud to report all staff have had dementia training and are now dementia friends.

Forget me not news continues to be a success. Another updated newsletter will be issued in March 16.

2016 dementia awareness event. Lowther pavilion closes in June for refurbishment so a smaller event then last year has glad to be organised. An afternoon tea event will be held on 12/4/16 between 2pm and 4pm will be held at Lowther Pavillion. There will be 120 tickets available, the event is dementia friendly and, like last year, the ukelele band is back to provide a fun singalong for all. 50% of the funds raised will be donated to Lowther for dementia signage and the other 50% will be given to the Alzheimer's society.

Dementia awareness week 16-20/5/16. Following the success of last years event, We are organising another similar event for dementia awareness week at the Lytham primary care centre. Peni is lead and is contacting organisations including Age Uak, CCG, Care and Repair, Dementia Research, Healthwatch, Fire brigade, N Compass, to man stall at the LPCC throughout the week. Dementia awareness sessions will be organised to run during this week by Peni and Karen. Holland House staff will bake cakes and sell raffle tickets to raise funds for this worth cause.

Dementia Alliance Group. Peni and Karen attended the group 24/2 at the Town Hall. The purpose is to create dementia friends communities.Holland house is eager to join. To do this they have to show they are committed to 3 actions :- all staff to become dementia friends and maintain this with staff turnover.

Holland house to provide facilities to run the dementia friends sessions throughout the year for general public at the Lytham primary card centre.

Organise the dementia awareness week event at e Lytham primary care centre HH and PPG to organise and support the afternoon tea event 12/4/16 The next dementia alliance group meeting is 21/4 at the Poulton civic centre.

The CCG PPG mtg has been organised for 9/3/16 T Ribby Hall. Dr Sloan, Peni, Karen and Heather will be in attendance.

The Friends of Lytham lunch has been organised at HH for 16/3/16 at 12.30pm. The friends of Lytham group have decided up disband after many years raising funds. HH has laid on lunch to say thank you for everything that they achieved and all the monies raised for the local area as a result of their hard work. Karen and Peni have volunteered to attend on behalf of the PPG.

Next PPG mtg 28/4/16 at 2pm.