**HOLLAND HOUSE PATIENT PATIENT PARTICIPATION GROUP (PPG) MEETING**

**29 MARCH 2018**

**DOCTORS’ DAY ROOM (2pm - 4pm)**

**PRESENT:** Karen Donley (Chair)

Heather Kynaston

Barbara Weston

Janet Robinson

Michael Crowther

Bill Gormley

Barbara Smith

Elaine Townsend (Minutes)

**APOLOGIES:** Barbara Murray

Amanda Lanzani

**NON-ATTENDANCE:** Peni Hargreaves

**(1) WELCOME AND INTRODUCTION**

Karen Donley extended a warm welcome to all present. Dr. Morag Sloan came in at the beginning of the meeting to thank all the PPG members for their hard work and support to the surgery over the last 12 months and the consequent achievement of the most engaged practice with PPG members award.

**(2) DECLARATION OF INTEREST**

There were no declarations of interest relating to any items on the agenda.

**(3) MINUTES AND ACTION SHEET**

The Minutes of the previous meeting were agreed as an accurate record, and it was agreed that an action sheet would be prepared and circulated with these minutes.

**(4) ‘JUST GOOD FRIENDS’ PRESENTATION**

**Introducing the Partnership Role with GP Practices**

Bev Sykes, Julie Rodgers and Karen Gillett attended the meeting to explain about the organisation. ‘Just Good Friends’ was founded by Bev Sykes 6 years ago to combat loneliness. They now have 300 members in the area, and they meet in various locations in Lytham St.Annes five times a week with the aim of promoting happiness and a feeling of belonging. They also visit members in hospital or in their own homes when they are ill.

The ‘Just Good Friends’ welfare team are to be present in Holland House Reception on various occasions to enable patients to talk to them if they wish to.

**(5) SUMMARY OF PPG CHAIRS MEETING**

As this was attached to the Minutes, no discussion was required.

**(6) HIGHLIGHTS FROM THE PPG CONFERENCE**

Heather Kynaston said what an honour it was for Holland House Practice to be awarded the most engaged practice with PPG members.

A debrief was given by Heather, Bill Gormley and Barbara Weston. Along with other presentations Barbara Weston gave a presentation about Holland House work in the community e.g. the current ‘Picture for Health’ project and the ‘Singalong’.

The focus of the Conference was social networking among the 18 practices to share information. Holland House attendees were Dr. Sloan, Heather Kynaston, Bill Gormley and Barbara Weston.

**(7) 2018 PATIENT SURVEY - NEXT STEPS**

All the GP’s are already aware of the survey, all staff also need to be made aware. Heather Kynaston is to send the survey out to the Virtual PPG members in Word format so that it can be filled in and returned electronically. PPG members will hand out the survey to other Holland House patients at various clinics. Patients’ views are important and it is hoped that as many people as possible will complete the survey. Anyone wishing to be involved in facilitating the survey should let Heather know their availability.

When 500 survey forms have been completed the survey will end. Karen is to update the survey to reflect this.

**(8) CQC FOLLOW UP ACTION**

Heather is to request guidance from CQC as to what areas they think Holland House could improve further in the next 12 m months.

**(9) PICTURE FOR HEALTH - UPDATE**

Closing date for entries Monday 2 April. Barbara Weston has been logging the entries. She said some very good paintings had already been submitted, but was disappointed that more had not been received from the school. A reminder has been sent out via e- mail. The short-list will be compiled first week in April.

Patients whose artwork has been selected to go forward into Stage 2, will be contacted to request that they bring in their original artwork week beginning 23 April. Final judging will take place during first week of May.

It was agreed that a similar art competition would be offered for the Surgery Staff, who had been excluded from the ‘Patients Only’ competition.

Barbara Weston also reported that at the recent CCG/PPG Conference, other GP Practices had shown interest in the Holland House Arts for Wellbeing Projects.

**(10) 16th MAY SINGALONG - HIGHLIGHTS**

The next Singalong at Lowther Pavilion will take place on 16 May 2-4 pm. 120 tickets have already been sold to local Residential Home Residents @ £5 each. We do have some more tickets available.

Karen is to remind Dr. Lowe about opening the event.

**(11) 2018 CALENDAR OF EVENTS**

This is being updated by Karen for use at future PPG meetings.

**(12) ANY OTHER BUSINESS**

A meeting is to be held in April by Heather Kynaston and Barbara Smith to discuss the possibility of a food collection point in Holland House reception for a local food bank.

A cancer support group for people living with cancer to be discussed at the next meeting.

Janest Robinson reported that £4,000 had been raised for Alzheimers Society by the sale of books in Aroma Cafe. She requested that if anyone had books to donate it would be very much appreciated.

Terms and Conditions required of the group, in terms of attendance at the meetings, to be discussed at the next meeting.

**The next PPG Meeting will be held in the Palace Rooms, Garden Street, St. Annes on Wednesday 9 May 2018 at 10.00 a.m.**