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

**11 JULY 2019**

**DOCTORS DAY ROOM - HOLLAND HOUSE**

**14.30 HRS**

**PRESENT:** Karen Donley (Chair)

 Dr. Sarah Johnson

 Judith Milne (Deputy Practice Manager)

 Bill Gormley

 Barbara Weston

 Michael Crowther

 Janet Robinson

 Elaine Townsend (Minute Secretary)

**APOLOGIES:** Barbara Smith,Amanda Lanzani,

**(1) WELCOME AND INTRODUCTION**

Karen Donley extended a warm welcome to all present, and thanked everyone for attending.

**(2) DECLARATION OF INTEREST**

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

**(3) PRACTICE CHANGES**

Dr. Johnson informed the meeting of the following practice changes:

Dr. Sarah Jones is leaving the practice in mid August to move on to pastures new.

Lise Cross, the recently appointed Advanced Clinical Practitioner, is settling in and has been well received by Holland House patients.

Janet Norris, a Nurse Practitioner of many years experience with a GP practice in Blackpool, has been newly appointed by the surgery.

Both Lise and Janet are able to substitute for a doctor i.e. assess, diagnose and treat patients, prescribe and manage medication, request tests etc.

Sally Pern has been appointed the new Practice Manager and will commence her duties on 12 August. She replaces the present Practice Manager - Heather Kynaston, who is leaving the practice to move on to pastures new.

**(4) MINUTES AND ACTION SHEET**

The minutes of the previous meeting were agreed as an accurate record.

**(5) PATIENT SURVEY - SUMMARY FROM STEERING GROUP**

Barbara Weston explained the process so far and presented the notes from the Steering Group. Janet Robinson and Barbara Weston expressed disappointment at progress, due to the difficulty of getting all the Champions together for a follow-up meeting.

It was decided that we will wait until the new manager is in post before arranging the next Steering Group Meeting. **ACTION: The Receptionists, Barbara Weston, Janet Robinson, Barbara Smith**

**(6) CARE QUALITY COMMISSION (CQC)**

Dr. Johnson led a discussion regarding this subject. The CQC gave Holland House Surgery a rating of Good in all areas, when they carried out their last inspection in January 2017.

The next communication by them to Holland House is on 31 July 2019 and will be by telephone. A questionnaire consisting of 19 questions will be provided in advance of this, to enable Holland House to prepare answers in advance of the telephone call which will last approximately 60-90 minutes.

Another visit by them to Holland House surgery, at this stage, may not be necessary.

**(7) PPG NOTICE BOARD USAGE**

The new PPG notice board has arrived. It is not yet in the correct position but will be moved and populated with current information in the near future.

**(8) AOB**

As Aroma Cafe is now under new ownership, a new location for the book sale raising funds for Alzheimers Society, has not yet been finalised. A discussion was held as to whether, in the future, a book stall could be held at the flu clinic in the area opposite the pharmacy. This is to be investigated. **ACTION: Janet Robinson**

**Community Cancer Hub -** Following the presentation from David Baxter and Karen Wood, regarding their proposals to fundraise to pay for a base for the Charity, Barbara Weston reported that she was able to put them in touch with the Chair of Trustees at the Dowager Countess Eleanor Peel Trust. It is understood that a discussion between David Baxter and the Chair of Trustees has taken place and the Trustees have issued a Grant Application form.

Barbara Weston has not yet received a reply to her email to AKS asking if pupils could once again help at the dementia friendly singalong to be held at Lowther Pavilion in November.

Barbara is also awaiting a reply to the suggestion which she broached of getting AKS senior school pupils to become involved with the PPG. **ACTION: Barbara Weston**

**Dementia Friends -** An information session will be set up in August for staff, patients, and the general public.

**(9) NEXT CORE PPG MEETING**

Date to be arranged.