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

**18 AUGUST 2020**

**MEETING HELD USING MICROSOFT TEAMS**

**10.30 a.m.**

**PRESENT:** Karen Donley (Chair)

Sally Pern (Practice Manager)

Barbara Weston

Janet Robinson

Barbara Smith

Elaine Townsend (Minute Secretary)

**APOLOGIES:** Michael Crowther, Amanda Lanzani

**(1) WELCOME AND INTRODUCTION**

Karen Donley welcomed everyone to the first meeting since “lockdown” and our first virtual meeting. She then thanked Lorna, who is moving on to pastures new, on behalf of the PPG for her tremendous support, and in particular, to the annual Singalong.

Bill Gormley has decided to leave the PPG and was thanked for his support and contribution over the years.

As Lorna was present in the surgery, the members were able to thank her in person. A thank you card signed by the members will be sent to Bill.

**(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. The action sheet has been modified due to the effects of the pandemic.

**(4) CURRENT PRACTICE WAY OF WORKING**

Sally informed the meeting that changes to Holland House Practice ‘way of working’ are reviewed and changed on a day-to-day basis, to protect and keep safe both patients and the Holland House team. This is done under guidance of the Clinical Commission Group (CCG) and to reflect changes in from NHS England and the Government and Public Health Guidelines.

**(5) FEEDBACK FROM ACTIVITIES CARRIED OUT DURING THE “LOCKDOWN”**

* + in the early days assessing requirements and delivering PPE equipment to care homes
  + allocating and delivering biscuits donated from local companies to care homes
  + identifying care home residents who would appreciate a personal letter/card and delivering those to over 80 people
  + working with Alzheimers Society and the Fylde Ukulele Network to deliver a virtual singalong to residents of many care homes

**(6) 2020 SINGALONG - WAY FORWARD**

The Singalong will be postponed for 2020 due to the current situation. Elaine has spoken with the Chairman of Lowther Pavilion and made him aware of the situation. Over the next few weeks Janet/Karen/Elaine will look at other options for care homes during the festive season to bring some pleasure. Once options have been discussed and something agreed, a letter will be sent to the care homes informing them of the overall situation.

**ACTION: Janet/Karen/Elaine**

**(7) DEMENTIA STRATEGY REVIEW**

Janet and Karen have reviewed the overall Dementia Strategy which was formally reviewed in

February. Due to the current situation, clearly there are activities which need to be put on hold. This is a summary of their discussions marked in red:

a. providing appropriate communications of all activities via our own newsletter, website,

notice boards and social media etc. (recording news in PPG minutes will be main method during this time)

b. including “dementia” as a standard agenda item in our PPG meetings (remains

unchanged)

c. arranging 1/2 social/fundraising “dementia friendly” events per year to raise funds for

dementia care and research support (See earlier agenda item - Singalong and please note: Book Sale remains operative in the Primary Care foyer)

d. aim for surgery to be “dementia friendly” (on hold)

e. providing Dementia Friends information sessions as required for all staff and general

public (to date 560 people made Dementia Friends) (will continue as required with use of “on-line” Dementia Friends approach)

f. make sure that the new “social prescribing” and “care co-ordinator” services are dementia friendly (on hold)

g. supporting the need for a Dementia Adviser to be available at the Surgery for those

patients who have received a diagnosis of dementia and those who provide care for someone living with dementia (this is operational but is happening over the telephone)

h. representing and playing an active role on other groups, Clinical Commissioning Group (CCG), Primary Care Network (PCN), Alzheimers Society and other GP practices etc. (continues as required)

**(8) PPG NETWORK MEETING**

Two virtual meetings have been held over the last couple of weeks. A presentation on Covid 19 has been sent out to PPG members. Once the minutes have been issued these will also be circulated

**(9) 2020 PLAN - WAY FORWARD**

Following a discussion with Sally, clearly some of the items on our plan are no longer required or have already been completed. The plan needs to be updated, and to include any outstanding

actions from our February meeting. Any volunteers to update and consolidate other activities would be a great help.

There are some items which need to be retained from the 2020 plan and actioned at the appropriate point, namely:

Support to “self care” week

share changes of members of staff

developing “listening table” approach

promote Holland House new organisational model to patients

support CQC review

development of revised Patient Booklet

promote PPG at Holland House and attract new members

**(10) 2020 FLU CLINICS**

Sally explained that the flu clinics this year will be held at the weekend rotating on Saturday and Sunday and possibly Wednesdays. Patients will have timed appointments, and these will be made by telephone or on-line.Everyone will be informed of the dates of the Clinics. The role of the PPG members who would be available to support the clinics was also explained by Sally.

**(11) AOB**

Sally informed the meeting that Dr. Sarah Russell is leaving Holland House practice on

30 September 2020.

2 new GP’s have been appointed:

Dr. Nisa Shah commencing 2 September, 2020 and Dr. Keta Keens commencing 30 September 2020

**(12) NEXT CORE PPG MEETING**

Date to be decided