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

**7 MAY 2021**

**MEETING HELD USING MICROSOFT TEAMS**

**11.00 a.m.**

**PRESENT:** Karen Donley (Chair)

Sally Pern (Practice Manager)

Janet Robinson

Barbara Smith

Elaine Townsend (Minute Secretary)

**APOLOGIES:** Barbara Weston

**(1) WELCOME AND INTRODUCTION**

Karen Donley welcomed everyone to the virtual meeting.

**(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) SOCIAL PRESCRIBING**

Sally Pern introduced Louise Peacock and Debbie Le Gette to the meeting. Louise and Debbie are social prescribers, funded by the NHS and employed by the Primary Care Network which covers 6 GP practices in Lytham St. Annes.

In their roles as Social Prescribers they communicate with patients who may be struggling with problems in everyday life which do not necessarily need medication, but sometimes just the need to talk. They are fully qualified in phycology to degree level, and will help patients to have more control over their own health and lives by talking, and listening to patients who may be struggling with problems such as loneliness, depression and anxiety (which doesn’t necessarily need medication), losing weight, changes in lifestyle, even support in creating new recreational groups etc. They will refer patients to a social prescribing link worker, who will introduce them to a community group, or a new activity which may help them.

Referrals to social prescribing will be made by your GP practice.

As social prescribing is still in the development phase the social prescribers are arranging a get-together with members of the PPG, to further explain it to them.

**ACTION:** Louise Peacock /Debbie Le Gette

More information about this service will will be available to patients soon.

**(5) NOISE REDUCING HEADPHONES**

Improvements to the current headphones in use by the HH reception team are being sought to further reduce background noise when they are speaking to patients.

It was discussed that some of the noise problem being experienced at the moment could be due to the cubical effect which has had to be put in place for staff to protect them from Covid.

**(6) MyGP**

It was raised that the MyGP app was beginning to include a number of private organisations (showing % off their product or service), it was felt that this was potentially confusing to patients and also we were not aware of such developments being included in MyGP when it was launched.

**ACTION:** Karen to contact Dan Clough at the CCG to seek understanding and feedback our concerns

**(7) Mediquip**

Mediquip is the provider of medical aids and equipment. There is a review taking place to improve the service given in certain areas. An update will be provided, following the review, of any changes and the role we may be able to play in communicating the service to our patients.

**(8) 2021 SINGALONG**

Having risk assessed this event, it was felt that due to the vulnerability of the residents of the care homes it was not viable to hold this event this year. It was therefore reluctantly decided to once again cancel it and it is hoped that it will go ahead in 2022. Letters will be sent to the care homes informing them of this. Lowther Pavilion and Fylde Ukulele Network will be informed of our decision, and it is hoped that both will be available for the event next year.

**ACTION:** Janet/Karen/Elaine

**(9) NEXT MEETING**

The next PPG meeting will be held on Tuesday 6 July 2021 at 11 a.m.