HOLLAND HOUSE PATIENT PARTICIPATION GROUP (PPG)

PPG MEETING

THURSDAY 9th FEBRUARY, 2023 AT 1330 hrs

**In attendance:**

Judith Milne (Practice Manager)

Helen Flint (Deputy Practice Manager)

Karen Donley (Chairperson)

Robbie Jones

Janet Robinson

Barbara Weston

**Apologies received:** Elaine Townsend, Yvonne Hocken

**Welcome and Introduction**

Karen welcomed and thanked everybody for their attendance at the meeting.

**Apologies for absence**

Apologies were received from Elaine and Yvonne.

**Declarations of interest**

There were no declarations of interest made.

**Minutes of the previous meeting**

The meeting in December was informal, therefore no minutes were recorded.

**Practice Managers update**

Judith gave an update on staff changes.

She also said that discussions were taking place regarding Freckleton surgery, and making better use of the surgery to support those patients in the local area.

As a result the PPG would benefit from a member who currently resides in the Freckleton/Warton area.

**PPG network meeting**

Karen informed the meeting that at the last network meeting `David Rogers Head of Communications Engagement (Lancashire and South Cumbria) ICB had joined the meeting to introduce himself. He will be taking over the responsibilities from Dan Clough for the PPG network meeting. He confirmed that he sees PPGs as extremely important and he is looking forward to working with us all. He is wishing to organise a PPG workshop, and listening events which was welcomed by the group.

Action: Judith suggested David was invited to one of PPG meetings.

**Singalong event 2023**

Janet, Karen and Elaine had met to discuss the viability of the Singalong event which is due to be held in May 2023. After updating the group on various aspects it was unanimously agreed to postpone the event until 2024.

**Investigatory work on dementia**

Karen and Janet fed back on some work they had been doing gathering information on two areas. Firstly the process for those people who have symptoms affecting their memory and have been referred to the memory service for a diagnosis, and secondly what support was available in our area (especially Lytham) for those living with dementia and their carers. Judith confirmed her support to this work. its findings and improvement recommendations, and said she would share it with the Practice Managers in the neighbourhood group at their next meeting.

Action: A further update (from Karen and Janet) on progress will be made at the next meeting.

**New telephone system**

Helen updated the meeting on the implementation of a new telephone system for Holland House patients. The PPG put ideas forward regarding the best way to inform patients of the new number. Patients will be informed of the new number once the go-live date is confirmed, planned to take place by end of March.

**Guidelines/principles of how PPG will work**

Karen facilitated a discussion regarding the principles of how the PPG will work going forward. After discussion it was decided that meetings will take place bi monthly and additional meetings will be arranged as required.

We also decided that the information on the Holland House website required updating. Karen will work with Helen to put together the required information and update the website before the next meeting.

**Any other business**

No items under this category.

**Date of next meeting**

Thursday 30th March at 1330hrs