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

**30 MARCH 2023**

**DOCTORS DAY ROOM - HOLLAND HOUSE**

**13.30**

**PRESENT:** Karen Donley (Chair)

Judith Milne (Practice Manager)

Yvonne Hocken

Robbie Jones

Janet Robinson

Barbara Weston

Elaine Townsend (Minute Secretary)

**APOLOGIES:** Helen Flint (Deputy Practice Manager)

**(1) WELCOME AND INTRODUCTION**

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

**(2) DECLARATION OF INTEREST**

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

**(3) MINUTES OF THE PREVIOUS MEETING**

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

**(4) PRACTICE MANAGER UPDATE**

* The new improved telephone system at the practice is on schedule to go live on 14 April and cards with new number on have been printed to give out to patients
* The vacancy for a new member of the PPG is to be advertised on the website
* Practice nurse Jackie Nickson is retiring on 10 April
* A new practice nurse is joining the surgery on 3 April
* As the practice has two trainee doctors the surgery will be affected by the junior doctors strike

**(5) PPG NETWORK MEETING HIGHLIGHTS**

Karen gave an update of the highlights from the last PPG network meeting. The minutes from the meeting had not yet been issued. The main feedback without the approved minutes was to say that the Integrated Care Board fully supports active PPGs and that there will be opportunity for members of PPGs to join all the engagement groups and listening groups and that there is likely to be a PPG conference in the future.

**(6) APPOINTMENTS**

A discussion was held on the availability and ease of booking GP appointments at Holland House.

The Practice has a large number of patients and although every effort is made to offer patients appointments on the day and with the GP they request this is not always possible.

However, GP’s do get very frustrated as, regularly patients do not attend booked appointments (often when booked claimed to be urgent) and do not bother to cancel them giving the reason that they forgot. If patients no longer require an appointment this can be easily cancelled by email or text without waiting in a queue on the telephone.

Patients do not always have to see a GP. There are two Advanced Practitioners who can see

patients, diagnose and write prescriptions and all pharmacists can also prescribe medication.

**(7) DEMENTIA UPDATE**

Karen gave an update on the findings following conversations with key stakeholders within the NHS involved in the patient journey as patients go through the diagnosis stage.  This exercise was to gain clarity and understanding.  Whilst gaining this understanding it became clear that there was room for improvement during that journey at a practical level and also that there was certainly room for improvement in the social community area as there was very little available in our area.    A number of practical improvements were put forward and will be considered for implementation.  A strategy had been put together pre covid and it was requested that this be relaunched.  This will also be considered.   **Action:**  Judith

Judith had informed the “neighbourhood Practice Managers” meeting of the work carried out and who were also supportive of taking some action.

Karen and Janet had also met with the Social Prescribers and the local Alzheimers Society team who were very supportive.  Following our meetings, Fylde Borough Council made contact to ask for help to set up a Singing Group for those living with dementia to be based in Lytham.  A very positive outcome being that  Janet and Karen have now set up a Lytham Dementia Sing-along group and is this is held each Monday 1.15pm to 3.15pm at Hope Church, 10 Preston Road, FY8 5AA.  This is for those people living with dementia and their loved ones.  No need to book - just turn up!

**(8) PPG page on website**

Foundation work had been completed for the work on the Practice Website ensuring there was key basic information available to patients and on the front page.

Helen Flint had put this information together and finalised it with Karen.  A big thank you to Helen for putting this all together and making it happen in a very short timescale.

Karen made a request for a PPG member to now take this forward with Helen to keep the PPG page topical. **Action:** all PPG members

**(9) AOB**

Two guest speakers are to be invited to the next PPG meeting:

Jane Russell to talk about her PHD work in hearing difficulties and David Rogers Head of Communication and Engagement Lancashire and South Cumbria Integrated Care Board to talk about support for PPGs.

**(10) DATE OF NEXT MEETING**

TBD