**Minutes PPG Meeting 12th September 2018**

Held at Beech Hill Medical Practice

**Attendees** JW, JP, AH, JB, ID, CH, JH, JH, JH, DB, HK

**Guest Speaker** Alan Baron & Janet Anderton from Wigan & Leigh Hospice

**Apologies**- PG, PC, PD

JP welcomed everyone to the meeting.

**Presentation** Alan Baron the Director from Wigan and Leigh Hospice gave a presentation on the services and care provided by Wigan and Leigh Hospice. Alan’s presentation included

* History and background
* Myths regarding the Hospice
* Investment in the site over a 20 year period
* Funding. The Hospice needs £10,000 per day in order to run
* Details on Hospice in your home
* Details on Hospice in your care home
* Details of the inpatient unit
* The charity shops that the Hospice operate across Wigan
* Alan suggested for the group hold a meeting at the Hospice for the members to see the great work that is done.

The group all found the presentation very informative and praised greatly the fantastic work that is done and the difference this can make to patients and families.

**Practice Update**

* **BTM Role** HK had been asked by the group to provide a brief update on her role as Business Transformation Manager to the group.
* **Citizens Advice Project.** JW advised the group that HK and her had met with the chief officer from the Citizens Advice on Friday to discuss the project. Funding has been agreed up to March 2019 but data needs to be gathered to evidence the impact the project has had. Our practice has by far best utilised the service in comparison to other practices who have the service operating. Further information will follow once we know how the funding is being allocated to the project
* **Patient survey** JW drafted a questionnaire based on the topics the group had suggested at the last meeting. The survey is kept to 10 questions as it was felt, if it was too lengthy it was deter patients from wanting to complete. JW has managed to include 2 questions relating to the Citizens Advice project to gather further feedback from patients.
* All members of the group confirmed they are happy with it. 1 member felt 3 pages may seem lengthy but all agreed this was due to questions having free text areas to provide feedback and this is vital to assist the feedback.
* JW asked patients if they could consider attending to assist with completion of the patient survey from patients whilst the flu vaccines clinics are running. Various dates were volunteered. JW will draft a rota and this is greatly appreciated.
* **Flu Clinics** JW shared with the group the newly designed flu timetable for patient to attend. JW explained again to the group the challenges practices are facing this year regarding the delivery of vaccines and the introduction of a different vaccines for patients aged 65 and over. The timetable states various certain cohorts are able to attend due to the restrictions on deliveries.

The group agreed the timetable explained this in the way it was intended.

* **Feedback regarding media screens** At the last meeting it was raised that group members still felt further work could be done, regarding promoting the practice opening hours and where the patients can access healthcare when we are closed. The practice has increased the frequency of these slides on the T.V media screen to every 3rd slide. Promoting via Facebook and the website. The group reported they had seen this and were pleased with it.
* **Family and Friends Feedback** JW shared the family and friends comments that patients had completed during the month of August and had given their permission for this to shared.
* **Update on Bereavement Listening Services**. JW asked JP to update on this as JP has been involved with this work. JP advised that the training for this has been arrange for 6th October 10 – 4. At Sherwood Drive. Any persons which to undertake the training needs to register for this with JP

This will be bereavement listening service based in practice across Wigan independent of the practice services.

**Update from Chair & Events attended by group members**

JP provided an update

* Donna Hall has now taken over the CCG and Wigan council combined.
* Dickinson group practice have started a dementia carers support group run from Tesco community room. Details of the contact for this should anyone wish to attend are. Sue Nelson. 07967441206
* AH brought details of an an event she had attended which required feedback on the quality of care across the borough. The group felt the information was too vague to be able to provide feedback. AH will pass on the feedback
* AH also brought a questionnaire relating to dermatology. It was unsure who was intended to complete the questionnaire. As the questions seem to relate to having background knowledge of the service in order to complete. JW will look into this.

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**AOB**

A number of concerns have been raised regarding the poor stock availability in the chemist next door. JW explained that this is a separate business and although we are sorry to learn of poor experiences, the practice cannot advise the pharmacy on how to manage this. It was suggested that those patients who have concerns raise them directly at the pharmacy.

All attendees were thanked for their time in attending the meeting.

**Dates and times for future meetings**

Members prefer the meeting being held at the practice so we will continue with this.

* November 20th 2018
* January 15th 2019