

APPLETON VILLAGE SURGERY

PATIENT PARTICIPATION GROUP

NOTES OF THE MEETING ON 26th OCTOBER 2017

Present

Diane McCormick (Chair)	John Parle
Gill Shepherd	Dr M J Brindle
Dawn Nichols	Kristine Pluger, Wellbeing Enterprises
Maureen Kerry-Lewis	Rebekah Boyd, Wellbeing Enterprises
Christine Grice	Mike Hodgkinson, Halton Community Transport
Jeff Ditchfield	Linda O'Neill (Secretary)

Apologies

Anita Corrigan	Ken Atherton
Victoria Morton	Des Chow

1. Welcome, Introductions and Apologies

Diane welcomed the group. Introductions were made. Apologies were noted.

2. Actions from last meeting

There were no actions from the last meeting.

3. Ratification of minutes of last meeting

The minutes of the last meeting were approved.

4. Halton Community Transport/Healthwatch

Mike Hodgkinson from Halton Community Transport and Healthwatch was invited to the meeting to discuss Dial-a-ride as an option to help patients who may have difficulty getting to the new surgery.

4.1 Dial-a-Ride

Dial-a-ride is limited to people with a registered disability or who have a bus pass. The cost of each trip is £2.60. The service is only available after 9.30am due to existing commitments with school runs. Patients using the service to get to the surgery for

their appointment may have to wait a while for a return trip or get a taxi as the bus would not be able to wait around. The question was asked if the service could be used for patients who need to see a doctor urgently, however, Dr Brindle said that if there is a clinical need a GP will do a home visit, alternatively a next day appointment will be made. A regular run-round service could be provided but this would need funding.

4.2 Healthwatch

Healthwatch is holding an event at Widnes Market on 16th November at which 16 organisations and clubs will be attending to promote what they do and how people can become involved to alleviate isolation and loneliness.

5. Community Wellbeing update

Kristine advised that she is reducing her working days and introduced Rebekah Boyd who will be taking over as Appleton Surgery's Wellbeing Officer.

The programme of activities for October to December was provided. Patients who have attended the Tai Chi sessions and wish to continue after the 4 week course can be signposted to other organisations who offer Tai Chi.

Instructions to download the 'Happyplace' app were provided and Kristine reminded everyone about the competition which closes on 17th November.

The issue of foodbank vouchers in the Wellbeing Clinic is on the increase. The surgery also has vouchers to give to patients. The limit is 3 vouchers, however if a patient is struggling and requests more Wellbeing will help to look into getting more support for the patient. Kristine provided a list of locations that provide donation points. The Foodbank has moved to Lugsdale Road. Wellbeing will pick up food parcels to deliver to people who can't get to the foodbank. In addition to food, donations of toiletries are also required.

Diane asked if there is anywhere to drop off toys for Christmas. Kristine will make enquiries.

Post meeting response from Kristine: *"As per our discussion last night I have spoken to both Runcorn Children's centres and Widnes. There is a children's centre that you can drop off items. All items are then taken over to Halton Brooks Children centre in Runcorn and the lovely lady Maureen will then distribute across the whole of Halton, so covering both Runcorn and Widnes areas. Any food can be taken to the food banks. The lady said that they struggle every year with gifts for teenage boys so if people can bear this in mind if they want to buy any*

gifts. I will speak to Maureen next week and send you a list of ideas and what they require. The children's centre drop off point in Widnes is as follows:

**Warrington Road Children's Centre
Naylor Road
Widnes WA8 0BS
0151-424-4686**

Just across from St Ambrose church"

6. **Premises update**

Things are moving slowly and waiting for the district valuer but this will not be done until January. IT is looking at what the costs will be. The impact assessment of list closure will be held at Ditton Community Centre on 5th December. John asked why an impact assessment was not done at the planning stage, however Dr Brindle explained that the impact assessment is to look at how Appleton's current list closure is impacting on other surgeries.

7. **PPG Plus feedback**

Diane chaired the recent PPG Plus meeting and attendees were from various practices. The main topics were:

- Medicines Management gave an update and talk about changes to prescription ordering.
- Rob Foster gave a short presentation on GP Federations and this will be followed up with a more detailed presentation at the next PPG Plus meeting.
- GP Extra appointments are not being used on Sundays so the service needs to be publicised more widely and an education process within surgeries to ensure patients are aware of the service and that when they attend HCRC they specify to the reception that their appointment is with GP Extra.

The next PPG Plus meeting will be in January or February 2018, exact date to be confirmed, and all members are encouraged to attend.

8. **Halton People's Health Forum update**

The HPHF was well attended and the topics covered were loneliness and isolation; HeathWatch; Sure Start; Vikings Community Integrated Care; Flu vaccines and the importance of having the vaccine; Halton Haven and what services they offer to support people living with their conditions and support for the families of patients.

9. **Patient comments**

There were 2 patient comments relating to the on-line ordering of acute medication and a comment praising the prescription clerks.

Friends and Family result for October is 95% of patients would recommend the practice.

10. **Round the table**

10.1 **Christmas Meal**

The PPG Christmas meal is 24th November, 7.00pm in the Crown Pub.

10.2 **The Big Conversation**

Feedback from The Big Conversation project will be on 21st November, 9.30-12.30 at Warrington Road Children's Centre.

11. **Date of Next Meeting**

The next meeting will be held on Thursday 30th November 2017 at 6.30-8.00pm, in the surgery waiting room.