

APPLETON VILLAGE SURGERY

PATIENT PARTICIPATION GROUP

NOTES OF THE MEETING ON 31st AUGUST 2017

Present

Diane McCormick (Chair)
Gill Shepherd
Dawn Nichols
John Parle
Christine Grice
Jeff Ditchfield

Gaynor Parkinson, Sure Start to Later Life
Aileen Donaghy, Sure Start to Later Life
Kristine Pluger, Wellbeing Enterprises
Anita Corrigan, Practice Manager
Linda O'Neill (Secretary)

Apologies

Victoria Morton
Maureen Kerry-Lewis

Des Chow, CCG

1. Welcome, Introductions and Apologies

Diane welcomed the group. Introductions were made including new member, Jeff Ditchfield. Apologies were noted.

2. Sure Start to Later Life

Gaynor Parkinson and Aileen Donaghy from Sure Start to Later Life attended to provide an overview of the service they provide. The service had its 10 year anniversary this year and is run by Halton Borough Council and the objective is to target loneliness and isolation in the over 55s. Referrals are made from GPs, other agencies and self-referral. Assessments are made either at home or over the phone and clients signposted to activities and services. Volunteers provide a befriending service. The Sure Start to Later Life Team are attempting to raise awareness of the service by contacting GP practices and as many other community group as possible.

Diane invited Gaynor and Aileen to attend the next Halton People's Health Forum event at which one of the topics on the agenda will be loneliness and isolation. Diane also suggested they contact Widnes Vikings and Halton Community Radio to help get wider exposure.

Information packs were provided to members of the PPG.

3. **Actions from last meeting**

5 **Transport to proposed new premises**

Diane has spoken to Halton Community Transport and the local bus company about the lack of service from Appleton to Upton Rocks.

12.1 **Online ordering of prescriptions**

The prescription clerks are aware that there is a free-text box at the end of the on-line request form which patients can use to request acute items.

4. **Ratification of minutes of last meeting**

The minutes of the last meeting were approved.

5. **Community Wellbeing Practice Update**

Kristine introduced herself to the new members of the group and explained her role and how she works with the surgery. A new programme of events is due at the end of September. Kristine confirmed that the Sleep and Relaxation course being held at Peel House is now open to everyone.

Kristine provided details of two new initiatives from Wellbeing Enterprises, 'Cash awards to help your community' and 'Where is Your Happy Place?'

5.1 **Cash awards to help your community**

Halton residents can apply for cash awards of between £500 and £5000 either as individuals or part of a small group to set up new ideas to make life better for older people.

5.2 **Where is your happy place?**

A Happy Place app is available to download free onto mobile phones. Kristine will bring in step-by-step guides to downloading the app and stalls are being set up at locations in Halton to assist people. To mark the launch of the app a competition to find the best Happy Place is running from now until Friday 17th November with prizes of Amazon vouchers.

Kristine reported that current courses are going well and in particular the drumming course has been very popular and successful and will be included on the next programme.

6. **STP/5 Year Plan**

There is nothing to update on the local STP/5 Year Plan.

7. **Premises update**

The engagement exercise has concluded and the Commissioning Support Unit has drafted a report and awaiting agreement. A meeting with CCG is scheduled for 15th September to agree the next steps.

The online and paper survey had 2054 responses. 71.77% support the move to new premises, 8.75% are neutral and 19.48% are unsupportive.

8. **Patient Comments/Compliments**

There was one patient comment from the box relating to blood tests and the possibility of having more regular blood tests even if they have to be paid for. The comment was passed to Anita for discussion with a GP.

9. **Feedback from Halton People's Health Forum**

No feedback as the next event is yet to take place.

10. **Round the Table**

10.1 **Flu Vaccinations**

The practice will start clinics for vaccination on Saturday 23rd September. Vaccines will be available for patients who meet the criteria. Unfortunately the practice is unable to offer vaccinations to patients who wish to pay for them. These patients will need to go to a pharmacy.

10.2 **Steam Rally**

Due to the cost charged by Halton Borough Council there will not be a CCG Health marquee at the Steam Rally this year.

Post meeting update: Funding has now been secured for a health marquee this year.

10.3 **HPHF**

The next event will be in October with exact dates and venues to be confirmed. The topics will be End of Life, Isolation and Loneliness and encouraging people to have the flu vaccination.

10.4 Signage

John asked if it would be possible to have better signage to consulting rooms. This will be looked into.

Action: LON/AC look at improving the signage

10.4 Text Service

Jeff asked if the text reminder service for appointments could be extended to remind people when their prescriptions are ready. Anita said this would not be feasible, however, by October the surgery will be using electronic prescribing.

Diane will be inviting Becky Birchall to the September meeting to provide feedback on how the new prescription service is working out in Runcorn and asked if it will be possible for Lisa, Practice Pharmacist to also attend.

Action: Diane to invite Becky Birchall to September meeting

Action: Anita to invite Lisa Allman to September meeting

13. Date of Next Meeting

The next meeting will be held on Thursday 28th September 2017 at 6.30-8.00pm, in the surgery waiting room.