SHEVINGTON SURGERY

PATIENTS PARTICIPATION GROUP MEETING

Wednesday 27th of November 2019 6.30pm

AGENDA

Apologies received from Jane Lawrence Wood, Jane Gunn, Joan Woodcock Alison Cheetham, Jacqui Halliwell,

Minutes of the last meeting were read and agreed as an accurate account, following the amendment made to the carers group report.

Matters arising: The group wish to send their best wishes to Joan for her continued recovery.

Friends and Family test: Alison carried this out with the following: 21 forms completed, 12 of these were extremely likely to recommend the surgery, 7 likely and 2 neither likely nor unlikely. Alison reported that the comments made were mostly positive the only complaints being appointment waiting times Carers subgroup update: Two more members joined the group at the last meeting and reported that they had enjoyed the support offered.

Diabetes Support Group update: There was no meeting held this month

Carers group The Group will be going out for a meal on Monday 2/12/19. Beryl attended the Wigan Life Centre recently and met with staff from the memory services. There was a concern regarding lines of communication between service providers and carers. Beryl took the opportunity to speak to Mr William Finch who invited her to the next forum in order to discuss service provision. It was felt that carers would benefit from written information outlining all contact details of the service providers directly involved in the support of patients and their carers. Elaine has agreed to produce an A4 sized sheet with this information which could be given as a handout to carers.

Treasurer's report: Angela reported that the previous balance was £2,509.22p. From this £605.80 had been paid out for costs to the dementia group and £200

for the diabetic group. Projected costs for rental for the two groups are £240 and

£200 respectively with £155.23 insurance costs.

AOB: There is to be a dementia friendly carol service held at St Anne’s on Sunday 8th December 2019, all welcome.

Parking for Surgery staff was discussed at length. The use of the school yard

was dismissed as an option as it was isolated and poorly lit. It was deemed to

dangerous for staff to use particularly during the dark winter months. The potential use of spaces on the Golf course car park was raised as a possible

solution. This would offer staff safe well-lit areas in which to park and have the

benefit of freeing up car parking spaces on the surgery car park for patient use.

Carol attended a meeting with Mick Barstow regarding access to clinics and

facilities as part of the Wigan Access Group. They will be looking at areas such

as clear signage, bed height and provision of changing facilities.

Wigan council has been contacted with regard to the hedges which are situated

at the access point of the surgery/clinic and New Miles Lane. These are

overgrown forcing drivers to edge closer to the main road. It also creates a blind

spot reducing the ability to spot pedestrians..

There will be no meeting in December. Dave wished all the members a Happy Festive season and thanked them for all their hard work this year.

Alison

Dave can you please can you pass on my thanks to the PPG members for their continued support over the last 12 months. It is very much appreciated by all of us at the surgery.

The work that you do makes a valuable contribution to the work of the practice and is beneficial to both the patients and all of us at the surgery.

I look forward to working with you all during the remainder of 2019 and 2020 and hope that we can continue to work together to meet some of the challenges continually being faced by general practice and the NHS as a whole.

The next meeting will be held Wednesday 29th January 2020 at 6.30pm

Shevington Surgery Patient Participation Group

Annual Chair’s report for 2019-2020

We as a PPG continue to assist the surgery and patients in a number of ways. As in previous years, we have assisted the nurses with the flu vaccination clinics, in doing so, this allows the nurses to maximise the number of patients they can vaccinate in a session. Therefore, we have helped to minimise the waiting time. This has seemed to work tremendously well for both the nurses and patients.

Furthermore, we have worked with the surgery in an attempt to reduce patient’s DNA policy. This will be ongoing, and consistently monitored by the surgery. I feel this make a good impact in the future.

The introduction of social media (Facebook) has helped greatly with wider communication within the community.

We frequently attend other meetings on behalf of our PPG, including cluster groups. This is an ever growing and successful forum for sharing ideas of outstanding practice across our surgeries. In addition to this, members have also attended a number of training programs to assist in their roles within the PPG group.

We have an active role attending CCG meetings and training forums throughout the year. This encourages member participation, and allows us to have that networking opportunity.

We are so pleased to say that the Dementia Carers support group is continuing to be successful, with new member attending throughout the year. This is with great credit and appreciation to the forum members and participants.

Another positive to add is that our Diabetes Support Group continues to grow in strength. The group is open to all ages, with the aim of providing information to all. The guests who are invited attend to help people living with diabetes, they are supported by PPG members and a clinician from the Practice nursing team.

We take great pride in our ‘Friends and Family’ surveys. The surveys are completed each month in the surgery. Patients are encouraged to complete the survey cards. The majority of completed cards remain very positive. We thank the members that have made this a positively encouraged process, and may we continue to do so in the future.

Over the year we have had some excellent speakers covering a wide range of topics. We are grateful for their contribution to such important matters. Some of those spokespersons include, the Digital Health Service, Infection Prevention and Control and Sepsis Awareness. Our members have expressed great appreciation and interest in the topics discussed.

To conclude, I have found the role of Chairperson to be a very rewarding and experiential time, due to being well involved in an ever growing, and changing NHS service. I have strived to ensure great improvement in the service, and support of patients at Shevington Surgery.

I would like to thank Jane, and the members of the PPG forum for their continued support. I believe that working collaboratively with the doctors, nurses, practice manager, and all of the admin team, together we have achieved a great amount this year.

Thank you,

Dave Brown.

Date of the next meeting: Wednesday 29th January at 6:30pm

AGM Agenda

1. Apologies

2. Welcome from the Chair (Chair’s report previously circulated)

3. Treasurer’s report

4. Election of officers (italics – expression received)

Chair: D Brown

Deputy Chair: Jane Lawrence Wood

Treasurers: Angela Martin, Jane Gunn (shared role)

Secretary: Janene Davies

5. AOB

6. Agree Terms of reference (previously circulated)

Close of AGM

Date of next AGM meeting: Wednesday 25th November 2020 at 6:30pm