

Ainsdale Medical Centre

Patient Participation Group Thursday 4th January 2018

AGENDA

1. Apologies
2. Minutes of the last meeting
3. Matters arising from the minutes
4. Aims and Objectives for 2018
5. Use of the PPG Notice Board
6. Any Other Business
7. Suzanne Lynch from NHS Southport & Formby CCG

Present

Chair: Helen Graham

Practice Clinical representative: Doctor S K Bennett,

Practice Administration: Paul Ashby

Present: David Waugh ,Roy Connell, Paul Ellis, Roger Exley, Barbara Jones, Joan Duckworth

Apologies: Ken Lowe Ian Watson, Roger Grand

1. Welcome and Apologies

The Chair welcomed everyone to the meeting.

Apologies were noted as shown above.

2. Minutes of the last meeting

The minutes of previous meetings are now on the [website](#) with a full archive back to September 2016

3. Matters arising from the minutes

RC asked about the survey data from the flu clinics. PA replied to say that he had sent it out but nobody seemed to have received it. PA agreed to resend following the meeting.

RC raised the matter of Now Patient – the organisation that has been direct mailing patients and advertising on TV. PA has contacted the CCG who in turn contacted NHS England for clarification. Now Patient do not have a contract to provide GP services and any patient using their service will not be removed from the list at Ainsdale Medical centre. Their offering is around being able to order repeat prescriptions and their direct mailing uses information that is in the public domain.

This is distinctly different from **GP at Hand** who operate in London currently and *have* been commissioned to provide GP services. It is interesting to note but as they only operate in London currently it is not of immediate concern locally in terms of helping patients understand the potential complexities around using the services of an organisation such as this.

4. Aims and Objectives for the coming year

The objectives had been previously agreed as :-

- Patient Feedback – collection and interpretation
- Promote good health through awareness/education and the development of relationships with local community organisations that can help our patients
- Monitor developments in local and national healthcare provision
- Extend the group to be more representative of our overall patient population
- Increase use of social media to engage patients and others

Roy and David will lead on the surveying of patients which it is anticipated will be a rolling programme covering different days and times using a standard survey form. PA will meet with Roy to agree a scoping and format for the survey.

Facebook and Twitter are now established in the PPG name but it is expected that it will take a while for people to follow the pages in any great numbers. Twitter was identified as having an additional benefit though of helping us to connect with other PPGs in different parts of the country and, indeed, other organisations related to what we do.

It was suggested that we could send a text SMS to some under 35s about the fact we are on twitter and Facebook also include details of how to join the PPG group. PA would consider this in relation to data protection regulations governing the type of activity we can message patients about.

There is no speaker for the next meeting in April so the next speaker needs to be arranged for 28th June. There are plenty of options.

5. Damian Moore poster

There was a healthy debate about the use of the PPG noticeboard to display a poster of Damian Moore the local Member of Parliament.

PA explained that the poster carried no branding of the party he belongs to and the poster was sent to all practices as a way of making sure that people who aren't on-line are able to contact the MP if they need to. For that reason he said he was happy to put the poster up on the board. Mr Moore's job is to represent all his constituents and many of the issues that people will go to him about will be to do with health care in the town.

Not everyone agreed but on a show of hands it was agreed by a majority that the poster could be displayed on the PPG board and PA committed to ensure that when an election is announced in the future he will remove the poster to ensure that no patients feel the practice or the group is providing advertising for a political party.

6. Any Other Business

Paul Ellis has changed to a different email provider for the group distribution as there were some issues with the previous one. He has since circulated details of the new address to members.

PA expressed his thanks to PE for this and all his work in this area of IT and on-line communications

Dates for future meetings

- Thursday 19th April 2018
- Thursday 28th June 2018 (changed from Thursday 5th July 2018 in original proposed list)
- Thursday 27th September 2018 (AGM)
- Thursday 22nd November 2018

Guest Speaker: Susanne Lynch – Medicines Management lead at Southport and Formby Clinical Commissioning group (the CCG)

NB: Highlights noted below but not a complete record of all of Susanne's talk.

- Susanne outlined the scope of her role at the CCG - Supporting GPs and patients – a significant element is related to keeping within the budget - £22m across Southport and Formby for medicines out of a total allocation to the CCG of approx. £180 million for all healthcare provision.
- SL talked about the project to stop Pharmacy ordering repeat meds for patients and explained that this was largely to eliminate waste. [More information on the programme.](#)
- A member asked if it would help if patients were made aware of how much drugs cost?
- SL highlighted the CCG Big Chats where a lot of discussion goes around medicine related topics - worth the PPG attending in future ??
- A member raised the Issue around quality of tablets and packaging which can cause wasted medication.
- SL highlighted that there is a National consultation on over the counter drugs. Healthwatch Sefton have provided some fabulous [supporting documentation](#) around this programme including details of engagement events.
- There is a current piece of work to support patients being prescribed generic medicines instead of more expensive branded products– campaign to save £270k.

- A question was asked about the campaign to educate patients about the issue of prescribing Anti-biotics – resistance is declining through over prescribing. This has been seen to be having some success. [More from the CCG website](#)
- Care at the Chemist – individual decision by each pharmacy as to whether to participate in the scheme The funding was reduced by the CCG but some pharmacies have decided the funding is still adequate and some have decided to leave the scheme. Details of the scheme and current participating pharmacies can be seen on the [CCG public website](#)