

PATIENT PARTICIPATION GROUP MINUTES: 3rd October 2024

Present:

Nick Jackson (*CH – Windermere and Bowness Medical Practice Manager*)
Nicky Chapman (*CH - Windermere and Bowness Medical Practice Coordinator*)
Richard Glenister (*PPG Chair*)
David Glass (*PPG Secretary*)
Fred Tattersall (*PPG Member*)
Sandra Lilley (*PPG Member*)
Helen Jones (*PPG Member*)
Ali Jarvis (*PPG Member*)
Val Garvey (*PPG Member*)
Marilyn Smith (*PPG Member*)

Apologies:

Rae Cross, Fee Hindley, Helen Jones

1) Welcomes and Introductions

- The group made its introductions, for the benefit of new member Marilyn Smith who was welcomed.

2) Minutes/Actions from Previous Meeting

- Acceptance of minutes from the last meeting (20/6/24) was proposed and seconded. The minutes were accepted.
- Actions from the last meeting were reviewed, with findings as follows.
- **Action 1** (Investigate how feedback to users on secure area exit switch activation can be provided (e.g. light, sound), and how the exit can be improved for use by wheelchair users.) – This continues to be investigated, but no firm improvements have been identified as yet. Action held open.
- **Action 2** (Pass on details to NJ of any other groups who would be interested in participating in the Open Day.) – completed.
- **Action 3** (Respond to Dr Oliver's letter attached to the agenda for the June meeting.) – some responses received, but more would be good. Action held open.

3) Practice Update

- A pharmacist, India Cannon, has joined CH, and will be supporting this practice and Ambleside for 2 days/week each. Her roles will include patient medication reviews and audits of high-risk drug management.
- The pharmacy in the building has had issues. It is important to realise that the pharmacy is run separately and not by CH, so complaints should not be directed to CH. Ownership of the pharmacy is changing on 22/10/24, with its sale by the current owner due to retirement. Its performance may improve after that.
- A mental health worker (Bethany) is starting soon. She will be present at the practice on Thursdays, but is available for appointments on other days at other CH practices.
- Covid and flu vaccinations are starting on 26/10. Those present were reminded to use the practice for this service if possible, because the practice gets paid for it.
- A recent computer system crash was handled very well by CH staff.

4) *Patient Access*

- Some PPG members have problems with either the NHS and/or Patient Access apps, in particular laborious security gateways. Anecdotally, the problem seems to relate to older phones. The NHS app was straightforward to use on a new Android 14 phone with biometrics. This issue is beyond the scope of the practice to improve, but Jess on reception is on hand to assist people in getting the best performance from these apps on their phones.

5) *Community Engagement*

- A food collection for a local food bank went well. It will be repeated, but occasionally so that the initiative remains fresh.
- The Open Day was well-organised, but attendance from the general public was lower than expected. Tim Farron MP attended. It was suggested to run future ones at the Ladyholme Centre because of the higher passing footfall, but views on this were mixed.
- The practice has been thinking about a charity sporting event. Manna House is a possible charity to support.

ACTION: Suggest possible CH/practice fundraising sporting events, and charities which could be supported by such an event (PPG).

6) *Any Other Business*

- The idea of creating a map for the local area of medical practices, toilets, defibrillators etc was raised, but no firm actions were proposed on this.
- Practice staff present were reminded to send people to the Urgent Treatment Centre in Kendal, and not A&E in Lancaster, if a nurse is not available at the practice.
- Dr Short was given positive feedback from a patient.

- There appears to be an issue with internet access after connecting to NHS wifi at the practice. People are encouraged to check their phone settings as the problem does not affect everyone.
- There was uncertainty about the minimum attendance levels at PPG meetings as described in the PPG constitution. This will be investigated.

ACTION: Investigate the minimum attendance levels at PPG meetings as described in the constitution (R. Glenister).

*Next Meeting: **Thursday 16th January 2025, 2pm***

7) Summary of Actions

No.	Action	On Whom	By When
1	Investigate how feedback to users on secure area exit switch activation can be provided (e.g. light, sound), and how the exit can be improved for use by wheelchair users.	NJ	16/1/25
2	Respond to Dr Oliver's letter attached to the agenda for the June meeting.	PPG members	ASAP
3	Suggest possible CH/practice fundraising sporting events, and charities which could be supported by such an event.	PPG members	16/1/25
4	Investigate the minimum attendance levels at PPG meetings as described in the constitution.	RG	16/1/25