

BROOKMILL MEDICAL CENTRE, LEIGH



Patient participation group

Date: Monday 25th March 2019, 18:00 – 19.15 pm

Venue: Brookmill Medical Centre, Leigh

Attendees: Margaret Fenton, Nancy Smith, Patricia Calland, Julie Connell, Eileen Crompton, Janet Greenwood, Verna Talbot, Joseph and Noreen Mort, John Pickup and Dr Luke Twigden.

Apologies: Ann Smith, Marjorie Baines, John Calland and Edith Coleman.

Minutes of last meeting: The group confirmed that the minutes from the last meeting were a true and accurate representation of the meeting.

Matters arising from the minutes: Margaret mentioned that the cluster group newsletter was suggested by the cluster group and the CCG agreed to pay 50% of the cost of the newsletter. The eight practices would have to pay the remainder. The CCG gave a figure of £300 between the eight practices each year which works out at £70 a year. It wasn't made clear as to how many issues this would be for or how many items from each practice would be needed for the newsletter. Margaret asked if it would be ok for us to just continue doing our own and asked Julie to check with the Practice Manager.

Speaker on Sepsis – Dr L Twigden: Dr Twigden introduced himself to the group. He said that sepsis was an infection of the blood that at its worst can be life threatening and cause organ failure. It can cause inflammation, low blood pressure, dizziness and it can mimic other things so could end up being misdiagnosed. In the UK there have been 150,000 known cases and a quarter will die of sepsis. 70% of these cases are diagnosed in primary care or on a home visits and 30% in hospitals or complications after operations. The CCG have been running education sessions for NHS staff and the hospitals have a scoring system before they start any treatment. Obviously the quicker it is diagnosed the better the outcome.

Symptoms: Altered consciousness, low/high temperature, difficulty in breathing, faint, mottled skin, cold to touch.

Practice Directory: Margaret mentioned that this had been started and information has been put in poly pockets in the folder but it is not in any order. She asked for two volunteers to come into surgery before the next meeting to put the information in order so that we can leave in reception for patients to look at. Pat Calland and Nancy Smith said that they would help and contact Julie in a couple of weeks.

CQC Visit: Three members of our PPG attended the surgery on our CQC visit day. They were asked what they thought of the surgery and receptionist, how clean they thought the building and toilets were and whether the GP appointments were easily accessible? They also asked why they did not wear name badges (visitor), but they said they did not want to wear as patients would think they work here. They also mentioned that a patient questionnaire had not been done for a while. Margaret informed them that the practice does do a lot of friends and family questions and the PPG would look at doing one in the near future.

Finance: Margaret mentioned that the pot of money that we have is kept safe in the Practice account and that we do not lose it at the end of the year if we have not used it.

Any other business: Margaret updated about the Urgent Care Centre, Leigh. She said that at the moment they are awaiting confirmation regarding diagnostics, bloods/spirometry/Optometrists and hours available before this can go ahead.

Margaret also updated the group on the North West Ambulance Service. In their first year of action as a Community Response Team which includes Fire and Ambulance service Wigan and Right Place Right Time they have available for Wigan, Wrightington and Leigh below:

12 x 24 hour Ambulances
12 x 16 hour Ambulances
3 x Rapid Response Vehicles.

The Community Response Team visit patients at home who have called 999 but do not require hospital treatment. They are made up of health and social care experts and frees up the ambulance service. Since August 2018, 845 trips to A&E have been prevented. On ringing 999 a call handler answers and asks a series of questions:

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| Urgent calls - Red Code | 8 minutes for ambulance to arrive |
| Purple Code | 18 minutes for ambulance to arrive |
| Orange Code | 90 minutes for ambulance to arrive |
| Green Code | Up to 4 hours for ambulance to arrive. |

The service aims to cut down ambulance queuing at A&E and expect a 20 minute turnover at A&E and then they can be free for the next call. It is operational 7 days a week. On one occasion last year one ambulance waited 8 hours to hand over a patient.

Margaret read out an information sheet on “stopping doctors prescribing medicines that you can buy yourself”. It lists items that are being looked at that will not going to be available on prescription i.e. Paracetamol, some skin creams etc. Posters and patient questionnaires have been asked for the surgery to hand out to patients. These can either be filled in on line, emailed or posted back and the cut-off date is the 7th April. When they arrive they will be put out in reception for anyone who wants to fill them in and posters will be put on notice boards.

MINUTES ARE NOW READY TO COLLECT FROM RECEPTION.

NEXT MEETING: MONDAY 13th MAY 2019 AT 6 PM PROMPT.