

PPG Minutes – 14th September 2017

Charnwood Community Medical Group – Dr Hanlon and Partners Patient Participation Group (PPG)

1) **Chairman's welcome**

Mick was in the chair in John's absence, best wishes for a speedy and full recovery John. Mick welcomed two visitors, Kerry Turnbull – Support for Carers Service and Peter Boulton from Dishley Grange PPG.

2) **Those present.**

Mick Gregory (Vice Chairman) Carole Jefferson (secretary), Alison Atkins, Anne Lockley, Elizabeth Sharpe, Helen Davison, Ian Farnfield, Margaret Hopkins, Roger Harris, Ursula Mullin, Paul Hanlon (Charnwood Community Medical Group Business Manager).

(Agenda item 5 and 6) The visiting speakers went next, so that they could get away to other commitments.

a. Kerry Turnbull (Voluntary Action South Leicestershire)

- i. Works for Support for the Carers Service, a charitable organization which holds a County wide contract to provide phone support, one-to-one support and run Carer support groups. As they are a charity they are always keen to accept voluntary donations.
- ii. GP practices are very important in identifying and referring Carers to the service
- iii. A Carer is someone who supports a person who is unable to look after themselves in some way, feeding, dressing, paying the bills.
- iv. It is the case that if carers are supported, they are able to cope better, for longer and thus save the tax payer in excess of £132Bn per annum
- v. Without support, the health of many Carers suffers, as a result of stress and exhaustion among other things.
- vi. County Councils now have a legal duty to assess the needs of Carers in their own right*. There are about 70K known to the service in Leicestershire.
- vii. Small grants may be allocated by the service for small specific items. Kerry cited examples – buying a lap top so that a Carer can access online services such as banking and in another Carer, a grant provided for a tumble dryer for laundry associated with an incontinent family member.
- viii. The biggest problem is one of identifying Carers, as they tend to adapt their lifestyle to accommodate their carer role as they consider it a duty to look after the person.

- ix. * The assessment forms are long and complicated. Kerry advises Carers on how to complete them. She also helps with completing benefits forms, such as Attendance allowance claims.
 - x. Paul confirmed that the practice looks at identified Carers but admits that there is still more work to do.
 - xi. Roger asked who is responsible for generating the forms and would it be possible to simplify them in some way. They are produced by Social Services.
- b. Peter Boulby outlined Dishley Grange PPG's approach.
- i. These were held monthly and Kerry met individuals for an hour at a time. Each clinic helped six one hour appointments.
 - ii. Patients found it easier to talk to her than to a family member. As she wasn't emotionally involved and as she had a lot of experience and knowledge, her help was invaluable.
 - iii. Peter met Kerry at a CCG network meeting and she came to talk to Dishley Grange PPG in 2016.
 - iv. Between them, they put a programme together; the Practice was consulted and provided a meeting space.
 - v. It is difficult to get the word out to patients, but with the help of GPs and the surgery screens, Carers were alerted. Kerry's phone number was given to relevant people and appointments were made by the surgery for attendance at one of the monthly clinics.
 - vi. The service was very helpful to a lot of patients.
 - vii. The funding was pulled in May 2017 following a WL CCG review of services and this proved to be a great loss. There is a possibility that Dishley Grange Clinics will be able to start up again.
- c. Mick thanked Kerry and Peter on behalf of the group; they left the meeting at 17.35.
- d. Both Kerry and Peter gave their permission for our Caring for the Carer Project Group to contact them. (CJ to provide contact details)

3) **Apologies were received from**

John Todd (Chairman), David Meredith, Hilda Puttick, Karen Moore, Peter Lewis, Sheila Hartley, Shirley Siriwardena, Kim Fowler (Charnwood Medical Group Admin Manager), Susan Ibbotson (CCMG Admin Assistant)

The group noted that sadly, Sheila has decided to resign from the group after four and a half years of 'service'. Thanks Sheila for all your hard work and insights during your time with us!

4) **Approval of Minutes and matters arising**

- a. Everyone confirmed that they had received and read the minutes.
- b. Page 3 – *Patient Engagement* – '.....this has been discussed *with the* Management team.....'

- c. Page 3 – What about Social Media ‘.....looking after the health of (*delete we*) patients’.....
 - d. The minutes were approved and signed.
 - e. Matters arising
 - i. Item 4diii (Patient Engagement) – the Practice is awaiting a report
- 5) **See above visiting speakers**
- 6) **See above “ “**
- 7) **Project Group Updates**
- a. **Caring for the Carer**
 - i. Margaret, Elizabeth, Jay, John and Ursula) will organize their first meeting after tonight’s meeting
 - b. **PPG Patient Survey 2017**
 - i. Roger, Anne, Karen, Peter, Carole
 - ii. There are several time slots if any one wishes to volunteer to attend and hasn’t yet signed up. Please see Roger or send a message to Carole.
 - iii. The time slots are 8.30 – 11.30 am and 3.00 – 5.00 pm. Volunteers are not obliged to stay for the full session if they have other commitments. We are grateful for any help that can be offered.
 - iv. Meeting the patients:
 1. Of course, we are sensitive to the fact that some might be feeling unwell.
 2. Say that the survey will take only a couple of minutes and here’s a pen.
 3. The comments that came out of the last survey two year ago were very useful to the Practice as they welcome feedback. The comments that came back were used by the Practice and the PPG
 4. Be prepared to accept refusal, and it’s OK to complete the survey at home, or online
 5. Susan will highlight the survey on the website.
 6. Identification will be provided, possibly the tabards that were used when the surgery opened. PPG did a ‘Meet and Greet’ exercise.
 7. The survey is confidential; people do not need to put their names on.
 8. Show where the box is for collecting the completed forms.
 9. Make sure you get the pens back.
 10. Roger will distribute forms, collecting boxes, tabards to Outwoods and Forest Edge during the previous week.

11. Susan will brief reception staff. The survey had already been mentioned during this afternoon at the staff training session.
12. There should be plenty of forms, but if anyone notices that they are running out, please let Roger or Susan know so that further supplies can be sent out.
13. The Practice has asked if we can distribute a leaflet on their behalf at the same time, explaining about online services and pharmacists. Agreed.
14. If any person finds during the week that they are unable to attend for their 'shift' they should contact Roger Tel:01509 268285 or email brosses71@gmail.com
15. If there is no one staffing a particular slot, then so be it.
16. Carole will keep the rota up to date, please contact her to volunteer for a slot!

c. Urgent Care/I'm Not Feeling Well, What Should I Do.

- i. Mick, Alison, Helen, Da vid
- ii. Mick reported.
- iii. At some stage there may be a different title, currently 'Active Signposting' is being considered.
- iv. Geoff Hanlon attended the last group meeting and explained that there is likely to be a pilot scheme concerning extending opening hours.
- v. The group produced a mind map aimed at directing patients to the right person the first time.
- vi. At the next meeting, the group will unpick the key areas and produce a more detailed action plan which can be discussed with the Practice.
- vii. The group is hoping to bring a draft report to the December meeting.
- viii. If anyone has any suggestions for the group, please contact Mick on mick.gregory42@ntlworld.com

8) Practice News

- a. Dr Bowyer has left the Practice as she is re-locating to Wales. Dr Powell has also decided that the time has come to stop work in General Practice. The Practice is currently recruiting to both positions.
- b. The first annual flu clinic is scheduled for Saturday and we are seeing good uptake number which is excellent.
- c. The Practice held an in-house PLT this afternoon looking at ways that the Practice can run more efficiently alongside some team building.
- d. HealthPod - Thank you to all of those that helped with the testing. We have made a number of alterations and will be doing some more testing soon.
- e. We have just recruited a new member of staff to help cover some staff sickness and maternity leave. Anastysia started last week.

- f. The Practice is currently in the process of looking at a staff redundancy to help mitigate against the additional financial pressures this year.
- g. We continue to look at the appointments system changes that we discussed at the last meeting and this work has been shared with the PPG project group.
- h. We have started work on another of the high impact changes from the GP Five Year Forward View. This looks at how incoming letters can be more efficiently managed in surgeries.

9) **Meetings attended**

- a. Mick and Paul went to the WL CCG AGM and Exhibition on Monday 11th.
 - i. There was a good exhibition including one by the Federation.
 - ii. At the AGM, the Chairman, Managing Director and Finance Director spoke.
 - iii. The Focus was 'Integration for Better Care'.
 - iv. There were workshop discussions
 - 1. Providing good-quality, holistic care for people at the end of life
 - 2. Integrated urgent and emergency care services
 - 3. Integrated Locality Teams. As far as possible, treating people at home, looking at working together to achieve this
- b. Mick is the only Patient Rep in the whole of West Leicestershire on the WL CCG Training Hub.
 - i. He attended a meeting last night.
 - ii. Students, pharmacies, Nurses, schools involved in preparing the workforce for the future

10) **Agenda items for October 12th 2017** – please end to Carole

11) There was **no AOB**.

12) **Date of Next meeting** – October 12th 2107

13) **The meeting closed** at 18.21. Many thanks to all for your attendance.

Minutes agreed and signed as correct..... (Chair) Date.....