

PPG Minutes – 10th May 2018

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

- 1) **Chairman's welcome**
Mick welcomed everyone, particularly our newest member, John Kershaw and Susan Ibbotson, who represented Paul

- 2) **Those present.**
Mick Gregory (Chairman) Roger Harris (Vice Chairman) Carole Jefferson (secretary), Alison Atkins, Ann Lockley, Bhasker Khatri, David Meredith, Helen Davison, Ian Farnfield, John Kershaw, John Todd, Peter Lewis, Ursula Mullin, Susan Ibbotson (Charnwood Medical Group Practice Manager)

- Apologise received**
Elizabeth Sharpe, Godfrey Moustache, Jay Webb, Karen Moore, Margaret Hopkins, Shirley Siriwardena, Paul Hanlon (Charnwood Community Medical Group Business Manager)

- 3) **Approval of the minutes of the last meeting**
 - a. April 12th 2018 and matters arising. Item 9 a 5 (b)... reads '...NHS England has been required to *send* more money....' This should read '.....to *spend* more money.....'
 - b. The Minutes were approved and signed.

- 4) **Visiting Speaker**
It was agreed to hold this item until she arrived

Item 7, Practice News was taken next As Susan was deputizing for Paul, who was on sick leave. Thank you Susan.

- a. Telephone Recordings - Susan is in the process of looking at adding these to the system including the amendment suggested by the meeting last time to the emergency message. As soon as they are added I am happy to play them all to the group at the following meeting.

- b. Partners Away Day Feedback - The Partners had an away day on 28th April to set the objectives for the next five years. We came up with a number of areas that we wanted to focus on including using technology to better manage demand and help and support Patients and possible development of the Old Infant School (Rosebery Stage 2). The Partners are keen to look at Communication, one of our agreed projects.

- c. Students are starting next week; they are qualified doctors and will be running their own clinics under supervision. These are Medical students, Nurses and Pharmacy Students. They will be in place for seven weeks.
- d. There have been staff changes as new staff arrive and existing staff change roles. Their team leader has completed the training module with all staff affected.
- e. Question – In the press this week, was stated that all patients should have their own GP
- f. Answer – All patients are assigned a GP for Admin purposes. The chitty system has been introduced to try to ensure continuity a care for a particular medical need. The GPs work in all of the three surgeries.
- g. Comment – there is also a discussion going on about Practices trying to capitalize on the specialist expertise of individual GPs. We have a range of skills within our own practice and we are able to take advantage of expertise in other practices across the North Charnwood Federation

5) Project Groups

- a. Communication – The Practice wants to have a serious look at this topic. The following threads were agreed and members volunteered to do some scoping. To report back at a later meeting when it might be possible to form work groups. (Scoping is about deciding on the scope of the project, its range, where it should go, what should be the outcome. Looking at the big picture at the moment, a sort of *Macro* scope. When the groups get into finer detail that is the *micro* scope...)
- i. Website – is it user friendly, easy to navigate? Everyone agreed to try this at home please send bullet points to Mick, by June 7th
- Scoping to be done for the July 12th meeting
 - ii. Practice Booklet – Roger
 - iii. Screens – what needs to be there, Paul will facilitate the work. - Helen and Ann
 - iv. Leaflets – what information is available, how well it is displayed, are there important leaflets that we should have that we don't? - Carole
 - v. Social Media – Alison
 - vi. Newsletter – John Kershaw
 - vii. Letters to patients – John K and John Todd
 - viii. We have a Communications 'Officer' – Sonia. She is very helpful and proactive.
- b. Medicines wastage
 - i. Several people expressed an interest in this group, David, Ursula, John T, John K, Bhasker, Peter, Helen and Carole.
 - ii. There is a lot of wastage of medicines in the NHS
 - iii. Practice prescribing is monitored by the CCG as part of Appraisal. Our Practice is well placed but there is still work to do to reduce unnecessary medicines being prescribed.
 - iv. What can we recommend that patients do about
 - 1. managing their medicines?
 - 2. Repeat prescriptions

3. Unwanted prescriptions?

6) **Project Groups 2017**

a. Caring for the Carer

- i. Carole has received a report from Elizabeth (Caring for the Carer Group). Carole will circulate this after some editing.
- ii. Margaret has been in touch with Sonia about moving the display to branch surgeries.

b. Active Signposting

- i. The final document was circulated.
- ii. Mick has agreed with Paul that copies will
 1. Go to all three surgeries
 2. Be placed on cut out display Nurse's 'clipboard'.
 3. Be placed on the counters for receptionists to hand out
 4. Appear on the website – Mick will liaise with Sonia

Item 4 – Visiting speaker

We were pleased to welcome Fran Betts from the Leisure Centre, who is part of a team that offers activities to people who may, by illness, lifestyle choices, injury or surgery, enjoy reduced physical activity which is then impacting on their health and well-being. Fran is employed by the council, the Leisure centres are owned by the Council, but they are all managed by Fusion Lifestyle.

- i) GPs and Physiotherapists refer patients for a course of twelve classes to improve their health.
- ii) An assessment is carried out to establish the patient's needs and aims.
- iii) Work is done in the gym, using gym equipment. There are circuits classes.
- iv) The sessions are carefully supervised.
- v) There is a cost - £3.10 per session with freebies being offered as a reward for good attendance.
- vi) No fancy Lycra is required, just comfortable clothes for exercising.
- vii) During the course, health checks are taken.
- viii) At the end of the course there are follow on activities, walking football, walking netball, and over 50s classes.
- ix) The sessions are held at all three sites, Loughborough, Mountsorrel and Syston and sessions are arranged to suit the individual patients.
- x) Fran is passionate about the provision as it is improving the health of the community in a fun and relaxed way.
- xi) The sessions also provide a social context, very important for health and well-being.
- xii) There is also a back pain clinic. Patients do not need a GP referral for this, simply contact Tina Coles at Loughborough leisure Centre
- xiii) www.lrsport.org/sports/exercisereferral
- xiv) Telephone 077 30801967

- xv) Or email gp-referral-chnwood@fusion-lifestyle.com
xvi) The team adapts to all patients, putting them at ease with their own instructor
xvii) Fran left us with information booklets and posters.

xviii) Q&A

- (1) I like to walk up and down the pool because I suffer with poor mobility but I can't get to anything put the Family Swim time.
(a) There is a safeguarding issue requiring attendance by families with children only. There are always the Over 50s sessions.
- (2) Is the majority of people over 50?
(a) Most are – there are sessions during evenings and weekends so that people of all ages can attend.
- (3) What is the success rate after the twelve week programme?
(a) 80 – 90% of people go on the full membership of the Leisure Centre or carry on with classes. No one has declined the facility.
(b) Most people complete the whole course.
- (4) Is there a long waiting list?
(a) Following the referral, Tina will contact you within two weeks.
- (5) How long has the scheme operated?
(a) It's been running since 2000 at least.
- (6) Wouldn't the GP refer you to the physio?
(a) They might, and the physio might refer you to us.
- (7) Do you send a report to the GP?
(a) No, the relationship is between the client and the instructor only. No reports go to the GP.
- (8) Is it OK after a knee op?
(a) Yes, hip, knee and COPD currently

xix) Mick thanked Fran for giving up her time at the end of a long working day, to come to talk to us about this very important facility.

7) **Practice News (taken earlier)**

8) **Meetings attended**
Nothing to report

9) **Any items for the next meeting, June 14th** should be emailed to Mick in good time please.

10) **AOB**

a. Would it be possible to email the GP for quick advice rather than waiting in for a phone call?

Paul is on the case

b. GDPR – General Data Protection Regulations

i. We need to sign before 25th May to say that we agree to our data being held by the PPG for PPG purposes only

ii. Carole circulated the contact sheet, showing telephone numbers and email addresses

iii. Carole will email absentees.

iv. Colleagues who were present at the meeting signed

11) **Date of next meeting – June 14th 2018**

12) **The meeting closed at 18.30. Many thanks to all for your attendance.**



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

CHARNWOOD
COMMUNITY MEDICAL GROUP

