

# Minutes of Patient Participation Group Meeting

held at Laurel Bank Surgery Malpas

on Tuesday 3<sup>rd</sup> October 2017 at 6pm

Present:

Mrs N Cappaert	Dr L Davies (LD)	Mrs G Evans (GE)
Mrs W Gilpin (WG)	Mrs A Harrison (AH)	Mrs P Johnson (PJ)
Mr R Kerry	Mr W Koonstra	Mr M Pearson (MP)
Mrs K Reeves (KR)	Mr J Saunders	Mrs L Suckley (LS)
Mr J Webb (JW)	Mrs J Yates	Mrs R Wilson

Apologies:

Ms C Reynolds	Mr F Dimelow	Mr J Hollins
Mrs V Kirby	Mrs E Lea	Mrs M Miles
Mrs S Norwood	Mrs E Orme	
Mrs C Rowland		

## **PRIOR TO THE MEETING:**

KR introduced Ms Katherine Hussey, Brightlife Coordinator, to the group. Ms Hussey briefly explained her role as a Social Prescriber and encouraged all members to recommend Brightlife to any people they know in the community who might be socially isolated.

Ms Hussey noted that there had been recent positive publicity on BBC Radio Manchester in a program called '*Overcoming Loneliness*' that had included an interview with Mrs Audrey Thomas, a patient at the surgery, reflecting the positive impact Brightlife had made to her life. The programme can be accessed via YouTube.

Ms Hussey advised that the Friday Club (a group of 20 to 28 people ranging from 70 to 92 years) was now moving forward under its own momentum after 2 months. The group had begun to lead itself as individuals discovered their own personal skill sets. Mrs Rhiannon Wilson (a patient and volunteer with Brightlife) reported that it was a good experience that promotes active engagement and was proving that increased social contact increases physical and mental activity in participants.

Ms Hussey advised that Brightlife has an Engagement Volunteer Manager who is currently trying to acquire more volunteers.

It was generally agreed that, since the loss of their live-in Warden, the residents of Craddock Court were subject to isolation and loneliness due in part to mobility problems. PJ (a PPG member and resident of Craddock Court) requested that Brightlife visited the residents of Craddock Court. It was noted that Craddock Court had a large room that would be ideal for Brightlife sessions.

WG asked if Brightlife could interact with the WRVS but Ms Hussey advised that at present, there was no crossover between the services: the WRVS has been commissioned to provide a 'buddy service'. JW advised that Cheshire Voluntary Action has been commissioned to co-ordinate the various available services and Ms Hussey confirmed that Brightlife was working closely with the CVA to effect this. Both ELS and GFE commented that, from the user's point of view, the number of voluntary sector groups and events in Malpas is confusing.

1 **MINUTES OF LAST MEETING** – agreed

**ACTION**

**Matters Arising**

a. **Craddock Court**

KR reported back regarding the issues at Craddock Court raised by GFE at the last meeting. It was noted that Sanctuary Housing no longer employs a Warden (the previous on-site Warden's accommodation has been rented out) to manage the property and keep a helpful eye on residents. Instead, a Housing Officer employed by Sanctuary Housing attends CC twice a week and is responsible for the maintenance of the building but not the care of the residents. PJ advised that in addition to the troubles with the boiler, recently 1 dryer and 1 washing machine had been out of order since April, leaving 1 dryer and 2 washing machines operational which the residents feel are insufficient for their needs. Sanctuary Housing has been contacted but nothing has been fixed or replaced.

PJ advised that the residents had no spokesperson and were suffering from isolation and loneliness. It was suggested that the residents get together to create a Residents Committee but PJ advised that age, ill health and mobility issues prevented any of the residents taking on the responsibility.

It was agreed that the KR would email Sanctuary Housing again to highlight these issues and ask what provision of care is being provided compared to other residences managed by the association.

KR

b. **Community Bus**

JW advised that the Community Bus (a new, 12 seater, silver vehicle) with logo (designed by the winner of a competition from the local Primary school) is on schedule for a formal launch on 11<sup>th</sup> November,. Parking, insurance and bookings process are still to be arranged.

JW

JW advised that fundraising continues. The CCG have donated £3000 and on behalf of the Malpas Patient Equipment and Comfort Fund, LMCD was pleased to present JW with a cheque for £1000 towards the costs of the project. JW also advised that Volunteer Drivers and aged between 25 and 69yrs are still needed who are prepared to undertake a Minibus Driver Awareness Scheme (MiDAS). Any interested volunteers should apply directly to JW.

c. **Support for People Living With Cancer**

MP advised the meeting that he had met with Georgie Charnley, Public Health Nutritionist from Brio/Macmillan, who is seeking volunteers to help those with a cancer diagnosis and also set up support groups.

MP reported that he had met with others to discuss providing support. 4 volunteers will be attending Clatterbridge for training with Tess Willow (a Macmillan trainer). He advised that of the 10 people recently contacted, 5 were in need of support. They plan to meet again on 5<sup>th</sup> October.

MP advised that as small amount of funding would be required to pay for rental charges for meeting space. JW suggested applying to the Parish Council for help with funding. MP was advised that he could make an application to the Malpas Patient Comfort Fund. It was also suggested that articles in *My Village News* and the *Parish Magazine* would raise awareness and perhaps attract corporate volunteers.

MP

## 2 FEEDBACK

### a. PPG Chairs Meeting July 12th

This will be forwarded to the group when received.

CR

### b. WCCCG AGM

AH attended the WCCCG AGM. She reported that:

- The CCG had made £8M in savings last year and plan to make further savings of £5.7 next year. LMCD congratulated the CCG on making these savings and noted that they hope to be in a break-even financial position next year. She reported that the prescription policy removing most gluten free products from prescriptions has been successful and the CCG are encouraging people to use over the counter medications where possible, in line with the self-care agenda. It was also noted that the surgery had not experienced any adverse comments or complaints from patients. It was agreed that this was probably due to the coeliac patients registered at the surgery being pre-warned of this policy and that shop-bought products available now offer a more attractive range.
- Malpas surgery received an award for *Best Patient Access Experience* at 95%.
- The CCG propose to have Paediatricians in GP surgeries. LMCD commented that this would be unlikely to happen in Malpas yet as the current Practice population was generally older and it would be best to target those most in need.
- The CCG propose to have Specialist Diabetes Nurses in GP surgeries. ELS noted that this started at the Practice in July. The sessions are attended by the rural practices Practice Nurses to help develop their diabetes knowledge.

## 3 PUBLIC CONSULTATION EVENT

### a. PPG

It was agreed to hold the next PPG Public Consultation event in Spring 2018. In order to attract a different demographic from the last event, this would be held in the evening.

Depending on the stage of planning development, it was agreed that this event could usefully include consultation regarding the proposed new Practice premises, although we would need to be guided by the Planning Consultant.

### b. New Premises

It is proposed that the outline stage of the planning application will be discussed at an open Parish Council meeting on 13<sup>th</sup> November. The Practice Partners will represent the surgery and it was agreed that the PPG should be proactive their support by either sending a letter or attending.

LMCD  
/RH/ME  
/ELS

This will only be possible if the re-drafted outline plans are submitted to CWAC in time for the Parish Council meeting.

ELS reassured the meeting that it is understood that the new centre will be under the direct control of the Partners.

#### 4 PRACTICE ISSUES

##### a. Neighbourhood Care

LMCD briefly explained the Neighbourhood Care model, based on the Berzogh method from Holland. This means that the Community Teams can self-manage to provide the care they see as necessary at the time, which is seen as a more efficient and holistic approach. The model also encourages regular communication between services, such as Healthbox and 3<sup>rd</sup> Sector groups.

Healthbox is a community interest company that provides various initiatives to help the community help itself: these are already starting in Malpas and, in time, are intended to be self-managing. Representatives from Healthbox will be presenting at the surgery from 12:30 to 1:30pm On Thursday 5<sup>th</sup> and 13<sup>th</sup> October to show what they offer.

LMCD advised that Malpas has been allocated funding from NHS England, to provide a 'Step Up Bed' at Prospect House Nursing Home: the Community Team can admit patients for a short time, care for them and discharge them home. It is hoped this will avoid lengthy stays in hospital, reduce pressure on secondary care and provide better outcomes for patients. If successful, this model will be rolled out elsewhere.

ELS advised that Delores Jones, Deputy Head of Planned Care, WCCCG, is holding a Volunteer Networking Event on 11<sup>th</sup> October (*post meeting the following has been agreed*) 12:00 – 15:30 - Malpas Young Persons Centre 1 Chester Road, Malpas, Cheshire, SY14 8HT bringing together voluntary sector colleagues. All PPG members are invited and encouraged to attend.

ELS

##### b. Flu Clinics

ELS advised that the Practice will be holding Saturday Flu Clinics on 7<sup>th</sup> and 28<sup>th</sup> October and 11<sup>th</sup> November. Copies of the Practice Newsletter will be available for distribution. KR, WG and MP agreed to attend to interact with patients and publicise the PPG. They will also take the opportunity to distribute 'Family & Friends' surveys to patients, as recent take-up on this on-going survey have been low.

KR/WG  
/MP

##### c. Baby Clinics

ELS was pleased to report that Baby Clinics will continue unchanged at the Practice and will be held on the 1<sup>st</sup> and 3<sup>rd</sup> Mondays of each month.

#### 6 AOB

##### a. Electronic Prescriptions

ELS advised that the Practice are piloting of a new process for Dispensing patients prescriptions for NHS England. This involves sending their prescriptions electronically to the Doctor for signing and electronically back to the Dispensary. This process does not affect patients but enables the practice to have one process for handling all prescriptions electronically. A contractual requirement is that the Practice must ask all dispensing patients to agree to the new procedure. KR suggested the Practice advise the local population via an article in *My Village News*.

**The meeting ended:** 7:35pm

**Next PPG meeting:** Tuesday 13<sup>th</sup> February 2018 at 6pm