

# Minutes of Patient Participation Group Meeting

held at Laurel Bank Surgery Malpas  
on Tuesday 13<sup>th</sup> February 2018 at 6pm

Present: Ms C Reynolds Mrs W Gilpin (WG) Mrs S Norwood  
Mrs K Reeves (KR) Mrs R Wilson Mr R Kerry  
Mrs P Johnson (PJ) Mrs V Kirby Mr M Pearson (MP)  
Dr L Davies (LD) Mrs L Suckley (LS)

Apologies: Mrs N Cappaert Mr F Dimelow Mrs A Harrison (AH)  
Mr W Koonstra Mrs M Miles Mr J Webb (JW)  
Mrs E Lea

## 1. MINUTES OF LAST MEETING – agreed

ACTION

### Matters Arising:

#### a. Community Mini Bus

Ilene Hoyle attended the meeting as JW was unable to. Ilene reported the progress achieved in establishing the Community Mini Bus. It was proposed that the PPG register to enable patients from Malpas and the surrounding villages to use this service to access healthcare appointments.

The bus is a 13 seater with driver, escort and capacity for 11 passengers. Registered under Section 19, it is to be used without profit: costs are £20 +£1 per mile (regardless of number of people in bus) but they are happy to consider reduction in cost for very local journeys (e.g. Prospect House to the surgery).

Use of seatbelts is compulsory and there is a hydraulic lift if patients cannot manage the step. There is accommodation for 1 fixed wheelchair plus 8 passengers, wheelchair users must be accompanied by an escort. The volunteer drivers are learning as they go; they are to be trained in securing wheelchairs.

Registered Volunteer Drivers must pass MIDDAS training to provide the service. The Surgery has generously undertaken the 70 years+ medical without charge for the volunteer drivers, who will be available to drive patients as long as sufficient notice is given. The OPAL Club also provides drivers and escort.

The service is currently using the Parish News for information/communication and Ilene will provide a 2<sup>nd</sup> information leaflet shortly. Users are advised to ring the mobile contact number for the service and leave a message; they will then be called back. The service has been slow to start: 2 x OC bookings per week and 1 x Community Compass a month. However, they are hoping to have a regular journey to Wrexham picking service users up at home.

Ilene will send the forms to CR so that the PPG can join the Malpas Community Minibus Association. This will allow the surgery to book the minibus to transport patients. As the group does not have a driver, we will use one of the volunteer drivers so will need to make arrangements in advance, to give a suitable notice period. Information about the service will be advertised on the Practice website and an article will be in the next newsletter.

CR/LS

## b. Craddock Court

PJ reported that the previous issues with premises' facilities have been fixed: the washers and dryers are all working, as is the heating, and there are 4 available vacuums. However, there continue to be problems with the hot water supply.

Brightlife held a one-off group meeting at Craddock Court. CR suggested that the Opal Club might be able to help with contacting Sanctuary Housing regarding the hot water problems as they use the facilities twice a week. However, this is mainly run by volunteers. PJ confirmed that some residents attend the OC just for the lunchtime meal.

It was noted that no individual resident is keen to lead on issues at Craddock Court.

## 2. PPG CHAIRS MEETING FEEDBACK

- Budget: Alison Lea advised that the CCG saving plan of £11M is on target to achieve by the end of March 2018.
- Targeting childhood obesity: Many schools are now “walking a mile” each day. Can this be added to the Practice newsletter to encourage other local schools to take part? JCY
- E-consult: Most Practices in the CCG are offering this but it is not being widely used at present. Now available on smart phone. ELS asked PPG members to try it out using the link on the website – ideally marking their enquiry as “TEST” so that the Practice is aware of this. ALL
- Presentation by Ian Ashworth, CWAC Public Health: Integrated Working between Health and Local Authority, Social Care in particular but also including Planners. Wellbeing of people including Sexual Health, Smoking, Alcohol, Eating Well, Drug Misuse (CR will circulate the minutes). CR
- Jim Britt, NWAS: Informed the meeting that 80% of blue light ambulances are missing their target time to reach patients. 999 calls have increased by 14%. Unable to break the information down into City and Rural use. NWAS use grid reference on call outs rather than postcodes. Currently have problems when ambulance staff remain with their patient until they can be handed over to AED staff, often getting held up in the queuing system.
- Use of Minor Injuries at Whitchurch Hospital: LS will clarify opening hours etc. LD informed the group that patients who attend Whitchurch are likely to be referred on to Telford or Shrewsbury if they need further investigation. LS
- Primary Care Update: Extended Hours, Phlebotomy in Malpas, Repeat Prescribing cost savings. CCG keen for patients to attend COCH if there are referred (due to having a block contract with them), rather than other hospitals which are likely to cost more. JCY
- PPG Maturity Model: (to be circulated with minutes) To be discussed at next meeting. Own PPG completed 3 at least sections of the model.
- WCCCG Plan 2018/19: Next year's focus will be on Respiratory and Frail Patients.
- ACO (Accountable Care Organisations): CCG/COCH/CWP/LA working together, CR questioned if, by setting up arm's length organisation, is the back door to privatisation?

## 3. PREMISES

Parish Council Meeting did not take place as planned on 12.02.18

#### 4. PUBLIC CONSULTATION EVENT

Original proposal was to hold this in Spring 2018 – decided to postpone for now, although hope to use it to show plans and information regarding the new health centre. WG keen to ensure that the purpose of the event is clear before going ahead.

#### 5. SUPPORT FOR PEOPLE LIVING WITH CANCER

MP advised that this group offered newly diagnosed cancer patients support from experienced patients who have experienced the process and treatment of the disease. Five of the group have started their training at Maggie's, Clatterbridge. MP advised that there is on-line RVS Dementia training.

The group has changed its name to Malpas Cancer Friends. They will be launching the group on Saturday 14<sup>th</sup> April with a coffee morning at the Jubilee Hall, 10am-1pm.

ALL

The group currently meets in each other's homes. This will be unsustainable with more members and they wish to find a local public venue. Malpas High Street Church is an ideal venue; charges are £20-25 for a 2hr session. The group have applied to the Parish Council for a donation and expect a decision in April. CR suggested that the Patient Comfort Fund makes a donation to the group to cover costs for 6 months. They could also apply to Co-op Community Fund – through their Co-op card, individual shoppers can recommend who donations might be made to.

#### 6. NEIGHBOURHOOD CARE

##### a. CVA

A useful Volunteer Networking event was held on 17<sup>th</sup> November. Delores Jones (CCG) and Claire Harrison confirmed that CVA have been commissioned to provide a focal point for all individual 3<sup>rd</sup> sector groups currently offering a vast array of group sessions in Malpas, many of which overlap and there is little discussion between them at the moment. CVA has been unable to find volunteers within the timescale as funding ceases by the end of March 18. The intention is to set up a Health Network in Malpas to coordinate the groups and have asked the PPG to hold the meetings. These include:

Rural Living Project (Health Box) held at Malpas Young Person's Centre on Thursday mornings.

Friday Friend's Coffee Morning (Brightlife) - RW supports/volunteers to help, there is a core group of 28 members and a calendar of events.

(Brightlife has reduced hours for their Social Prescriber as they do not have enough referrals).

RW thinks the Health Network is a good idea as a one off to see what is on offer. The first meeting is planned for 15<sup>th</sup> or 16<sup>th</sup> March: CR happy to chair this meeting to try to understand what is happening. KR and RW happy to attend.

CR/  
KW/  
RW

##### b. Integrated Community Care Team

Spotlight is on the local ICCT as Broxton cluster is piloting the Neighbourhood Care scheme. CILA (Ches Independent Living Advisor) worked, Annette French is working in the team – she does personalised budgeting for patients from Health & Social Care funding and there are a number of positive learning experiences to be shared with WCCG Cluster. Mary Riley, CWP Mental Health Worker, has also joined the team in a part-time role to assist with patient care. CR noted that the Village Surgery Group has recently set up their PPG group and she will be meeting their Chair.

CR

## 7. PRACTICE MATTERS

### a. Patients' Paper Records

KR informed the group about an article in the Times on 23<sup>rd</sup> January discussing how the loss of patients' paper records can put patient's lives at risk. LD was able to confirm that all letters received for patients are scanned into their electronic record. It was felt that an article in the Practice newsletter outlining how patients can access to their records, the process and the forthcoming changes in the Data Protection act would be helpful.

LS

### b. Flu Clinics Feedback

Members of the PPG who helped at the October Saturday flu clinics were impressed at the efficient flow system for the patients being vaccinated. KR & CR advised that there was not time to talk about the membership of the PPG. An additional table would be useful next time with more clipboards if there are questionnaires to complete. LS thanked those who had helped out on the 2 mornings.

### c. Electronic Prescriptions for Dispensing Patients

ELS advice that the Practice is moving to 5 day's notice for Repeat Prescription ordering. This will mean that dispensing patients will need to leave 5 full working days between requesting their medication and collecting.

Patients who use the Chemist will need to allow a minimum of 2 full working days between putting in a request and the request being either sent to the Pharmacy or the paper prescription being ready for collection. Well Pharmacy in Malpas is also changing the way they manage their Repeat dispensing and will require a further 3 full working days before collection.

Prescriptions issued by the Doctor when seen in surgery will still be dispensed on the same day.

## 8. AOB

- a. LS informed the group that a Diabetes Specialist Nurse is working with Practice Nurses on a monthly basis at the surgery to see Diabetic patients who have problems. Healthbox is providing low level diabetic information to increase knowledge of how to manage the illness.

LD is looking to identify diabetic patients to recruit to a 12 week course, at the end of which they will become Diabetic Expert Patients.

- b. Dr James Davies has been working at the Practice since the beginning of October, for 2 days a week as a salaried GP.

- c. MP would like to encourage more people to visit and chat with lonely isolated people. LD mentioned Shared Lives – an adult adoption/fostering service who will make local arrangements for e.g. shopping for the neighbour, providing hot meals for a neighbour, people with learning disabilities staying with volunteer for a week, She commented that there are numerous unofficial carers and it would be good to recognise and recompense them financially. Most elderly people want to stay at home and this would help. It would be useful for the ICCT to know these unofficial carers.

- d. The meeting ended at 8.15pm  
**Next PPG meeting: Tuesday 26<sup>th</sup> June at 6pm**