

**Minutes of Patient Participation Group meeting**  
**held at Laurel Bank Surgery Malpas**  
**on Wednesday 18<sup>th</sup> January 2017 at 6pm**

<u>Present:</u>	Mrs N Cappaert	Dr L Davies (LD)	Mrs W Gilpin
	Mrs A Harrison (AH)	Mrs V Kirby (VK)	Mr W Koonstra
	Mrs E Lea	Mrs M Miles (MM)	Mr M Pearson (MP)
	Mrs K Reeves (KR)	Ms C Reynolds (CR)	Mrs L Suckley (LS)
	Mr J Webb (JW)		
<u>Apologies:</u>	Mr F Dimelow	Mr J Geall (JG)	Mr R Kerry (RK)
	Mrs S Nield	Mrs S Norwood (SN)	

**1 MINUTES OF LAST MEETING - Matters Arising**

**ACTION**

**a. CCG Funding for PPGs**

CR has submitted an application for £250 towards the costs of the PPG Public Consultation event. The application will be considered on 14th February at the PPG Chairs Steering Group. CR has been invited to join the group. The estimated cost of the event is £350 for hall rental and publicity/posters etc.

**b. Cheshire Care Record**

LS confirmed that the Doctors are happier with the T&Cs with regard to the sharing of patient data and will be signing up to the Cheshire Care Record. This will allow COCH staff, Out-of-Hours and Extended Hours to view the patient record.

**c. Malpas Patient Comfort & Equipment Fund**

Emma Lea, Chair of PCF, introduced herself to members of the PPG. She confirmed that Canon Davenport and Rev Gilpin have agreed to join the committee.

The new Officers are:

- Chair: Sister Emma Lea
- Secretary: Norma Cappaert
- Treasurer: Veronique Kirby
- Medical Advisor: Dr Louise Davies

Committee Members:

- Cathy Reynolds, John Webb, Roy Kerry, Rev Gilpin and Canon Ian Davenport

We discussed the potential need for the fund to be re-invigorated; the Public Consultation may be a timely opportunity for this to happen. It was also agreed to advertise PCF purchases in the Practice Newsletter.

LS

**d. Community Car Scheme**

Cheshire Community Action has confirmed to CR that the Community Car contract stops at CWAC boundary. CR has the name of a CWAC transport officers who she has been reassured will know something about the service. The information regarding the scheme on CWAC website advertises the service for Chester & Malpas patients.

NC spoke to John Harris who is the organiser of North Shropshire Wheeler Community Bus service. The NS community bus will take her to the Parkinson's Association meeting on Thursday at a cost of £15 pa for registration and a fee of £2.50 per journey

**e. Community Bus**

JW reported that, if successful with the Department of Transport bid, Malpas will be given a minibus but the committee are doubtful that the application will be successful. The committee have also applied to CWAC for a grant towards the cost of purchasing a bus and are now fundraising. JW commented that CWAC does not believe there is a need for a bus in the Malpas area. However, need can be identified through Practice and Community Staff and we are aware that transport is required for access to the Age UK Opal Club. The bus could also be used to access GP appointments, particularly at a time when the Integrated Community team are unable to visit. A fundraising event is planned for Friday 17th November.

**2 SUPPORT FOR PEOPLE LIVING WITH CANCER**

MP outlined his personal history of cancer and talked about the shock of hearing the diagnosis and the affect it has on family and close friends. He explained how Macmillan are often presumed only to deliver palliative care and feels that being able to talk to others who have had a similar experience is extremely helpful.

MP has spoken to the local Macmillan team in Chester; they are keen to advertise that they offer additional things to palliative care. The team will come to talk to the PPG and any other interested parties. MP suggested that we also invite Georgina Clark from Brio who assist Walking for Health groups to arrange walks for patients with a cancer diagnosis

MP is proposing to set up a local scheme to talk on a one to one basis with patients with a new diagnosis. He has agreed a letter with the GPs and Macmillan to be given to patients with recent diagnosis of cancer. MM advised that talking to someone who has experienced the same procedure is the most helpful thing, MP agreed that it is very important to get the correct person to talk. It was noted that a pool of cancer survivors would be needed and it would be patient choice - this needs to be clear in the patient letter.

CR confirmed that the PPG:

1. Endorse the approach to set up a patient group of cancer sufferers working with MP CR
2. Invite Macmillan for a talk to the PPG and other interested parties. Advertise the talk at the PPG Public Consultation in March, arrange the talk for April or May. MP

LD will speak to the COCH Macmillan to ask their advice on how people can provide support appropriately as they may need training LD

CR thanked MP for sharing his experience.

**3 FEEDBACK FROM PPG CHAIRS MEETING ON 11<sup>TH</sup> JANUARY**

**a. COCH A&E**

Patient flow has been no more difficult in December/early January than in the summer of 2016. This was attributed, in part, to actions taken to keep patients out of hospital and safe at home. CR will email the presentation from COCH Director of Operations. The Intermediate Care beds at Tarporley and Ellesmere Port have helped greatly. LD confirmed that COCH do discharge to Whitchurch and the Care Co-Ordinator of the Community team holds conference calls with COCH weekly to discuss inpatients before discharge.

CR reported that the PPG Chairs are not happy with the view that Primary Care is responsible for revolving-door patients and queried if COCH are discharging patients too early or if there is a lack of community support from family, friends and social care. LD will follow this up.

LD

**b. Self-Care & Communities**

Dr Chris Ritchieson is the new CCG Chair. His presentation centred on self-care and communities being interested in helping themselves.

**c. New Services Available In Practices**

Sarah Murray, CCG Head of Primary Care presented on:

Well Being Co-Ordinator - deals with patient issues that are not medically fixable. Our WBC would be happy to support the lack of local public transport as this is a problem she encounters many times. LS to ask for a support letter to be sent to JW.

Physio 1<sup>st</sup> – for Practice staff to make appointments for patients who have a musculoskeletal problem, rather than seeing the GP.

E-Consult – a website that patients can use to email the Practice. When using the website patients are directed to self-care or other appropriate self-help services by a series of questions. If these services are not appropriate, the email comes to the Practice. The Practice will reply within 2 working days and this can either be telephone contact from a member of the Practice team or a letter.

Extended Hours – for GP non-urgent appointments outside of General Practice opening hours with the additional appointments for Physio 1<sup>st</sup>, Phlebotomy, WBC and Practice Nurse appointments.

Pharmacy 1st – patients being encouraged to use the Pharmacist for minor ailments.

Active Cheshire - relaunching to promote healthy activity. Needing users who are unfit rather than those who are already fit and wanting to be fitter. Questionnaire to go out with notes of meeting, CR asked PPG members to feedback asap. This may be a service that could be promoted at the PPG Public Consultation day.

**4 SERVICE POLICY REVIEW CONSULTATION**

CCGs are looking at areas where they feel they positively impact on the efficiency of services and to ensure that treatments and procedures provided for patients are based on good clinical evidence and value. The Service Review Policy, which was circulated for reading before the meeting, details a number of clinical procedures where the CCG are proposing to come in line with other CCG areas by considering:

Threshold approval – making changes to the threshold that needs to be met before a treatment or procedure can be carried out.

Individual funding request – some treatments and procedures are no longer routinely carried out and an individual request for funding will need to be completed by the referring clinician.

Not funded – some services are no longer funded unless it is considered to be a clinical exception

LD commented that the doctors are broadly in agreement with the Service Policy Review detail, as long as it is not detrimental to patients. There is a panel and GPs can appeal on behalf of the patient if they feel it is appropriate. She does feel that patients already in the referral process for these procedures should be able continue and the changes should be for new patients.

## 5 FAMILY & FRIENDS SURVEY – PRACTICE PLAN FOR YEAR

At the last PPG meeting we agreed that the F&F survey could be directed at particular groups of patients. The Practice has therefore agreed to survey the following patients:

- Jan/Feb 17 – Patients who receive their Repeat Prescription via the Dispensary delivery Service LS
- March 18 – PPG Public Consultation CR
- May 17 – Doctor appointments LS
- September 17 – Seeing the Practice Nurses and HCAs to patients
- December 17 – Patients who attend Reception

It was suggested that we could ask patients if they have seen the Practice Newsletter to get an idea of circulation. LS will find out how the Newsletter can be put onto the Malpas website. She also informed the PPG that the Practice website is in the process of being updated so that it can easily be seen on mobile phones and tablets. WG queried if the self-care leaflets are still on the website as she was unable to locate them LS

Post meeting – there are a number of self care leaflets on the website under Practice Leaflets which advise on the self management of depression, bereavement, stress etc. The leaflets for minor ailments have been removed. We will ensure that there is a link to **Patient** (<http://patient.info>) which is a trusted medical resource online site, supplying evidence based information on a wide range of medical and health topics to patients.

## 6 PPG CONSULTATION EVENT

See separate notes.

## 7 AOB

Royal Voluntary Service will be providing a Buddying service which is being commissioned through Bright Life for Malpas: JW will follow up. JW

**Next meeting:** Thursday 9th March at 6pm