



Minutes of Danebridge PPG Meeting

Date: 20 July 2017

Venue: Kingsmead Surgery Meeting Room

ITEMS OF BUSINESS

Present: Sue McKenzie, Sheila Bowker, Russell Smith, Mo Morron, Valerie Mais, Norma Broadhurst, Beth Hanson, Gilly Davis, Philip Greasby, Lee Brown, Mary Long (Observer), Carol Boyle (Warrington and Cheshire Carers Trust for item 3).

Apologies: Monica Foster, Ellie Thomas, Les James, Les Moore, Gwenno Shalders.

1. Introduction

Sue welcomed Mary to the meeting as an Observer. Lee reported that Lo had had to resign from PPG due to work pressures.

2. Approval of Minutes and Action Log Update

The minutes were approved.

On the Action Log the following points were made:

139/17 Russell confirmed that Cuddington and Sandiway Village's publication "Round Tower" could be used to publicise Awareness Events and provided details of the editor. He reminded PPG they could also use its website.

140/17 Frankie had said the Practice website could provide more access for Patient feedback but she needed to know what questions PPG would wish to cover. Russell will discuss this with Frankie on her return from leave.

ACTION: Russell

3. Developing our work on Carer identification and support

Sue introduced Carol, outlined our previous involvement with the Trust and our wish to deepen and widen our dialogue.

Carol described her role as training co-ordinator in delivering courses to medical professionals and carers.

In 2017 all carer services are being put out to tender. The Trust have bid to supply a single "go to" service that will determine the future support people need for this area. They will know later in the year if they have been successful.

Sue asked if people diagnosed with dementia were automatically contacted by the Trust. Carol said that carers had to contact them to start the process.

Russell said in Cuddington and Sandiway the aim was to develop a “compassionate community” with an infrastructure of support to socialise involvement as widely as possible. Part of this meant there was a need for medical professionals to provide social prescriptions to improve the well being of patients. Carol responded that a Well Being Co-ordinator was in place to whom GPs could refer patients for assessment. This post was funded by “Bright Lives” to cover Northwich practices. Phillip said the post did not seem to cover Danebridge. Carol will check with CCG on coverage and inform Gilly.

ACTION: Carol

Mo said that she and Ellie attended a Northwich “cluster” meeting of PPGs and recommended that the Well Being Co-ordinator attended to increase knowledge of the role.

Norma asked whether training was on a rolling basis or on demand. Carol said it was a rolling programme and people were invited to attend from all relevant surgeries.

Sue asked whether a Trust person would still attend surgeries to help identify carers. Carol believed that funding pressures made this unlikely.

In response to questions from Valerie and Sheila, Carol described the process of care that the Trust focussed on with the need for understanding and respect for the patient and carer, the mechanisms of support for caring and the need for carers to be aware of their own needs and mental well-being.

Sue asked what support PPG should give. Carol said we could:

- Encourage identification and registration to help the Practice achieve its target.
- Keep updated on the issues around caring and review and renew the information provided in surgeries.
- Consider working with specific organisations, e.g. Alzheimer Awareness, Diabetes, to hold information evenings for patients and their families.
- Inform the Trust when there are activities where carers might be identified, e.g. Flu Clinics. Gilly will give Carol the dates for Danebridge Flu Clinics.

ACTION: Gilly

4. NAPP Update

Lee drew attention to two reports. The first had found patients with serious ailments were willing to wait an additional 3.5 weeks for a doctor with good listening skills, and an extra week for an appointment with a GP of their choice. The second was a report by The King’s Fund on the growing pressure on practices at a time when fewer were entering and more leaving general practice.

5. Planning future activities

- i. PPG Awareness Week – Sheila said that she distributed leaflets at Danebridge. An issue had arisen around the impact on patients when appointments ran late. She believed this should be better managed by informing patients on the delay and impact on waiting times.

Norma had had a useful session at Kingsmead and distributed leaflets to patients on PPG.

Russell had been at Danebridge to distribute leaflets and discussed services with patients. An individual had been particularly irate at being informed he could not register with Danebridge as he did not live within its catchment area. He offered to put information on the catchment area on the Cuddington and Sandiway village website once accurate maps were available.

Mo praised the position and design of the display at Danebridge.

Gilly reported that 3 PPG application packs had been issued.

- ii. MacMillan Coffee Day 21 September 2017 – Sue reminded PPG that there was no meeting in August, so this was our opportunity to prepare for Day. We should aim to cover Danebridge and Kingsmead. Material is available and advanced publicity posters need to go up in the surgeries and in local shops at Kingsmead. Sue asked PPG members to let Lee know who would be able to attend each surgery and who would bake or supply cakes and when they would deliver them. ACTION: PPG members
- iii. Pre and Post Natal issues – Norma had contacted “Best Beginnings” for information to help guide new mothers through the issues surrounding post natal depression. She recommended the material be made available to midwives. Gilly took the leaflets for distribution. Mo took leaflets for a ‘Mother and Toddler’ group.

6. Practice Update

Phillip:

- i. Confirmed two new GPs will remain at the practice and one will return from maternity leave. The practice is now 11 sessions short of optimum.
- ii. The post of Nurse Manager for the practice will be advertised, as will a job for a Health Care Assistant.
- iii. Two new GP Secretaries have been recruited and are being trained in their duties.
- iv. Danebridge is working with the other practices in Northwich to identify roles that are available to support specialist services. It seems that new roles are being put in place but their coverage was limited and in a number of cases did not support Danebridge.
- v. Since the list had reopened the number of people registered had grown from 23,930 to 24,080. Russell and Valerie drew attention to the growing number of new houses being built and the pressures this will put on the Practice. Mo said the growing pressure from increased numbers raised issues of quality control. Phillip outlined the steps that are being taken to seek to manage the size of the list and the tensions that this can cause.
- vi. Some of the changes to funding under the new GP contract were reported.

7. Patient Feedback

An issue around difficulty in ordering a prescription on line was described. The patient had visited the surgery three times and got different information each time on how to register. Gilly will look into the matter.

ACTION: Gilly

8. Any Other Business

Flu Clinics will take place on 16 and 23 September at Danebridge. Further clinics will also be held. PPG members were asked to let Lee know of their availability to attend clinics.

ACTION: PPG Members

9. Closure

Next meeting: 21 September 2017.