

# Notes from Heath Lane Surgery Patient Participation Group Meeting

Held: Thursday 11<sup>th</sup> April 2019

1. **Present:** Dominique Allen; Roger Ellis; Janet Gregson; Dr Sarah Holt (GP Partner); Terry Kirby; Diane Lucking; Ann Myatt; Jeanette Poole (Deputy Manager); Sharon Rich; Ann Sowman; Martin Strange; Clare Taylor (Chair); Hazel Thomasson; John Thompson. *(14 members)*
2. **Apologies:** Leah Hart (Practice Manager); Mathew Hulbert (Vice-Chair); Andre Light; Donna Macintyre; Margaret Stephens; Jackie Telford; Lianne Simpson. *(7 members)*
3. **Speaker:** John Cvancara, Primary Research Nurse from the National Institute for Health Research gave an enlightening talk. He explained various aspects of clinical research including: safety standards; recruitment of participants; funding sources; partnership working with Universities, hospitals, charities, commercial enterprises, and GP Practices. He outlined processes involved in conducting a study and explained the reasons people volunteered to take part in trials. It was interesting to learn about the involvement of HLS in various trials – something of which the PPG previously knew very little. Members asked various questions including the effect of Brexit on funding streams; the ethics of animal trials; publication of and accessing the outcomes of trials. Members would like Mr Cvancara to return to a future meeting to extend our knowledge of this important topic.
4. **New Member:** Sharon Rich was welcomed to the group.
5. **Matters arising from Minutes of last meeting (06.02.19) and not on Agenda**
  - ✚ **Secretary Post:** remains vacant.
  - ✚ **Weight Loss Clinic:** At the December meeting PPG members were asked whether they would be willing to assist with the Weight Loss Clinic; this proposal is currently being considered by Practice Nurses. **Action: LH**
  - ✚ PPG Leaflet: with the Surgery for printing then inclusion in new staff and new patient packs. **PPG members would like to see a copy of the leaflet. Action LH**
6. **Practice Updates (LH):**
  - a. **Surgery Extension:** work commenced on 05.11.18 and is due to complete on 3.08.19 although it is currently running one week late. Two consulting rooms (12 and 14) had been temporarily decommissioned. Drone images of progress made on the site continue to be posted on the Practice website. The whole extension will be opened at one time – rather than incrementally.
  - b. **Avant Homes site:** Junction realignment and road widening has been carried out at the top of the old drive leading to the Surgery. The road was closed for seven weeks but weather was favourable leading to minimal over-run of the project.
  - c. **Staffing:**

Dr Hewins continues on Maternity Leave until July 2019; but is undertaking 'Keeping in Touch' (KIT) days during which she will see patients.

Amy Rowlinson, Receptionist will be on maternity leave until June 2019.

Suzi Leach, who was recruited as a temporary receptionist has accepted a permanent post. Two receptionists have Left. Interviews will be held on 19.04.19 for replacements.

Laura Cameron, Practice Nurse, left in early April – moving to a higher-level post at another Practice. Two shortlisted Nurse candidates will be interviewed at the end of April.

Two new Medical Students arrived in April:

5<sup>th</sup> Year Student: Peter Dudley who will be with the Practice for six weeks

3<sup>rd</sup> Year Student: Alex Harper who will be with the Practice for 12 weeks.

Dr Caroline Aden is returning as ST3 for two years part-time, three days per week.

Dr Sarah Scott, FY2 – in the second year of GP training will be joining us for three months.

- d. **Dialysis Room:** LH has heard no more from LGH over proposed dialysis patient use of this specially adapted facility. The Practice remain open to hosting a dialysis patient, but whilst the extension is being created space is at a premium, therefore this provision is not being actively pursued.
  - e. **Third Party Prescription Ordering:** at the February meeting we heard about changes in the ordering of prescriptions by anyone other than the patient. Members were given a CCG leaflet which clearly explains the changes and will be useful for patients.
  - f. **Dementia Friendly Booklet:** JP circulated this impressive publication; CT agreed to share this with Kerry Smith, the PPG Locality team, and members of the Hinckley and Bosworth Health and Wellbeing Partnership Group.
- 7. PPG Communication Issues (CT):**
- ✚ It would be useful to enclose a copy of the **Social Prescribing Leaflet** in induction packs for all new staff. **Action LH**
  - ✚ Newsletter: MH had produced an article for the Spring newsletter, also included was an introduction to Social Prescribing. MH will continue to liaise with the Practice over future publications. **Action MH**
  - ✚ Notice Board Displays – currently plans of the extension are on display, because of the chaos outside the Surgery it was decided to keep the plans on display for a further month. A new display will be prepared. **Action CT**
- 8. Joint Health Promotion Event** with Barwell and Hollycroft PPG – some suggestions now include: Post Natal Depression; Mental Health; Autism; Cancer.  
It was suggested that Mental Health issues be looked at for early winter 2019. No progress had been made.
- 9. Social Prescribing (CT):** After lengthy preparation this new project was launched on 8.02.19. Take-up has been slow; referrals are mainly from Dr Holt and Practice Nurses. It may be useful for all staff to be issued with the Social Prescribing Leaflet which explains the scheme and is intended for patients. The actual meetings with patients have been very rewarding, both for the client and the Social Prescribers. We are spending up to an hour with individuals which gives them time to tell their own story and for us to make signposting suggestions. The scheme usefully dovetails with the offer from Local Area Co-ordinators as we are able to (with the patient's permission) pass on full information of the patient's situation and action we have already advised over or taken; LAC's are then able to take forward social aspects with the patient. The pilot scheme will run until the end of July. Our concern is that we do not have adequate volunteers to continue with this useful provision – we currently have nine Social Prescribers but always needed at least 10 to make this workable. We envisage that some volunteers will leave the scheme in July, which means we need more volunteers to train.  
**It may be useful for all PPG members to be given a copy of the Social Prescribing leaflet to ensure that they are au fait with the project. Action LH.**
- 10. Retirements and Nominations for Officers – AGM July 2019**  
Margaret Stevens had written to CT to inform her that she is intending to retire from the group in July 2019. Margaret was one of our founding members and had worked at the Practice before

her retirement. She has served as Vice-Chair to the group for several years. Her knowledge and her reassuring presence at events will certainly be missed.

CT informed the group that she intends to retire in July 2019 after two years as Chair and an additional year as Vice-Chair; she felt that this would give someone else the opportunity to bring their skills to the role. CT agreed to organise the AGM and provide minutes; but hoped that this three-month notice period would allow members to consider a successor.

**11. Feedback from health-related meetings** attended has been/will be circulated.

-  H&B PPG Locality Group: 14.02.19 / 14.03.19 (CT and MH).
-  CCG PPG Network: 4.04.19 (MH).
-  H & B Health and Wellbeing Partnership: 12.04.19(CT).

**12. Any Other Business**

- MS enquired about the NHS App which is due to go live on 27.04.19. The Practice appeared to know little about this and would make enquiries.
- Concern was expressed about the changes to repeat prescriptions – members were reassured that vulnerable patients would be exempt from the new rulings.
- AM raised the issue of waits for blood tests. Dr Holt explained that George Eliot hospital provided the phlebotomist service which was held in the Surgery; waiting time is at capacity with a four week wait although urgent cases would be seen appropriately. Patients could choose to attend at the hospital. Members were informed about a service in Nuneaton town centre close to the bus service which may be of more use to our patients.  
[www.swiftqueue.co.uk](http://www.swiftqueue.co.uk).

The meeting closed at approximately 7.45pm.

**PLEASE NOTE CHANGE OF MEETING DATES**

**Next HLS PPG Meeting: Thursday 11<sup>th</sup> July at 6.30** please note the next meeting will be in the waiting room as reception telephones/office will have been moved up to the Meeting Room whilst refurbishments take place, this will be our Annual General Meeting.

Items for the Agenda to CT **before 6<sup>th</sup> July 2019** please.

*Forthcoming Meetings:*

**7<sup>th</sup> November 2019.**