

**Notes from
Heath Lane Surgery Patient Participation Group Meeting
Annual General Meeting**

Held: Thursday 6th December 2018

1. **Present:** Leah Hart (Practice Manager); Dr Sarah Holt (GP Partner); Andre Light; Jeanette Poole (Deputy Manager); Margaret Stephens; Martin Strange; Clare Taylor (Chair); Jackie Telford.
2. **Apologies:** Dominique Allen; Roger Ellis; Janet Gregson; Mathew Hulbert (Vice-Chair); Diane Lucking; Donna Macintyre; Ann Myatt; Lianne Simpson; Ann Sowman; Hazel Thomasson.
3. **Virtual PPG (request for minutes):** John Thompson
4. **Resignation:** Eunice Ward has left the group; letters of thanks have been sent to Eunice from Dr Holt and, on behalf of the PPG, from Clare Taylor.
5. **Matters arising from Minutes of last meeting (04.10.18) and not on Agenda**
 - ✚ **Polo Shirts:** have been purchased and were worn for the November flu clinic; a photograph has been taken for the website. A letter of thanks has been sent to Barwell and Earl Shilton Lions. Patients commented positively on the 'Uniform' and members felt more professional wearing the shirts.
 - ✚ **Secretary Post:** remains vacant.
6. **Practice Updates (LH):**
 - a. **Surgery Extension:** work commenced on 05.11.18; a huge volume of top soil has been removed and a roadway created to the side of the building. It is hoped that the build area will be flat before 21.12.18 and that the site will be prepared for construction to commence after the Christmas break.
 - b. **Westfield Farm Development:** this new housing area will consist of 378 properties (it is anticipated that the first dwelling will be ready in 8 weeks; early February). Construction of a new roadway is currently underway, hedges have been grubbed out and kerbstones were being laid on 6.12.18. The roadway is the property of Avant Developers – not the Practice.
 - c. **Gritting of Pathway:** concern was expressed that the path used by patients to reach the Surgery will not be gritted during adverse weather. LH will contact the Town Council to check whether anything can be done to help our patients and reduce the possibility of falls. However as this is an unadopted highway action is doubtful.
Action LH (Note that since the meeting CT has written to LH offering to contact the Site Manager over this important safety issue – CT will draft a letter for LH to forward).
 - d. **Staffing:** A permanent Associate Nurse has been employed (Julie Hayter); Julie will bridge the gap between Healthcare Assistant and Practice Nurse, as a General Nurse.
Louise Howkins, HCA has left.
Naseem Basit is the current Medical Student.
Fleur Starcovic is on placement for four months as FY2 (Foundation Doctor).
PPG members were encouraged to become involved in the Medical Student training by meeting with the student to discuss a case history and medical/social issues.

- e. **Dialysis Room:** LH has amended a contract with LGH (Renal Matron) and is waiting for amendments to be accepted. As the extension is creating pressure on space the delay in taking a new patient may be timely; however LH stressed that if a patient needs to use the room it could be made available.
- f. **Weight Loss Clinic:** Practice Nurses currently see patients for a weight loss appointment during which patients are weighed. They have suggested that this may be a role which PPG members could undertake. Some discussion ensued about the pro's and con's of volunteers undertaking this provision. Members were willing to take part in a pilot scheme. The group discussed referrals to the Sports Clinic at Hinckley Leisure Centre (HLS is currently bottom of the referral league table); LH agreed to take the issue of referrals up with Nursing staff. The concept of Social Prescribing could include the weight loss clinic and referrals to the Leisure Centre (through First Contact Plus). To be further discussed at January meeting.

Action LH

- 7. **Timing of Meetings:** It was reported that the temporary move to lunchtime meetings has been reviewed and that from January 2019 there will be four meetings per year moved back to a 6.30 start on the last Thursday of the month quarterly (meeting dates listed below). Meeting times will be an agenda item at the AGM with all members being consulted prior to any future changes being made.
- 8. **Flu Clinics (LH):** The November flu clinic had run exceptionally smoothly; nine vaccination stations were kept busy throughout the morning with a steady stream of patients. The 'ad hoc' clinics will be reviewed for 2019 with opportunistic vaccinations rather than inviting patients in to the week-day sessions. The Practice gave a vote of thanks to all PPG members who took part in the clinics.
The problems in obtaining vaccine had arisen because of an exceptionally hot summer which affected the storage temperatures in warehouses. NHS England has contingency plans for 2019 (hopefully).
It was noted that the PPG had capacity to hand out leaflets as patients left the Surgery after vaccination – this would be looked into for 2019 sessions. **Action JP**
- 9. **PPG Communication Issues (CT):**
 - + Website: now complete; James Broadway is updating as appropriate.
 - + Generic e-mail address: hls.ppg@yahoo.com
 - + 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 at the January meeting.
Action LH
 - + Newsletter: MH has offered to lead on this project and has been liaising with the Practice. **Action MH**
 - + Virtual PPG – rename /relaunch? – Currently one member
 - + Notice Board Displays – currently plans of the extension are on display. 'Stay well – New Year' for late January 2019 **Action CT**
- 10. **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.
- 11. **Social Prescribing (CT):** Update on project progress:
DBS checks are complete.
Publicity is being given to the scheme within the Practice.

The aim is to begin SP on Thursday 7th February 2019 with appointments being offered on alternate Monday and Thursdays. Kerry Smith, Area Co-ordinator, would be involved with the first few sessions. CT will now draw up rotas. **Action CT**

12. Allotment Project (AM):

CT reported that AM has secured four allotments and has 16 volunteers working on them. The group now has a constitution and is independent of the PPG (as is the Walking Group). AM has applied for various funding and the project is attracting attention throughout the county. Dr Holt explained that interest has been shown by a group in Leicester and that it may be useful for AM to speak to this group if she has time. It may also be useful to suggest this project as a topic for the CCG PPG Network Meeting.

13. Feedback from **health-related meetings** attended has been/will be circulated – there will be an opportunity to discuss issues arising from notes at our meeting.

- + H&B PPG Locality Group: 01.11.18 (CT).
- + CCG PPG Network: 22.11.18 (CT) notes circulated.
- + H & B Health and Wellbeing Partnership: 26.10.18 (CT), notes circulated.
- + Better Care Together Public Consultation 26.11.18 (CT); plans on hospital development in the West Leicestershire area and University Hospitals Leicester.

14. Any Other Business

- + CT asked about the impact on the Practice of the **new Care Home** in High Street, Earl Shilton; Dr Holt explained that the Home will consist of 82 beds, not necessarily our current patients. The home will provide for those with Dementia/Alzheimer's, among others. The Practice is to review provisions made for all care homes in the area. The possibility of a new Care Home on Moore Road in Barwell was raised (*subsequent to the meeting LH has made enquiries and discovered that the information board relating to this proposed development has been taken down; the Council website states that planning permission has been granted for 14 dwellings in this location – site next to old Red Hall Pub.*)
- + MS brought along a graph showing the poor performance by West Leicestershire CCG in meeting **mental health referral targets** of six weeks. LH to write to the CCG over this issue. **Action LH** (*subsequent to the meeting LH contacted CCG and has received a response that her e-mail has been passed to their corporate team who are responsible for managing enquiries.*)
- + LH circulated a new **Patient Information Sheet** 'Help us to Help you' for comments. Useful observations were noted.
- + CT mentioned that the CCG had created a **survey** to find out more about how Practices use PPG's and to elicit the views of PPG members; this had been distributed to all members for completion. Practice Managers have 10 additional questions to answer. **Action LH and all members please**

The meeting closed at 1.20pm.

Next HLS PPG Meeting: Thursday 31st January 2019 at 6.30 in Meeting Room HLS.

Items for the Agenda to CT **before 20th January 2019** please.

Forthcoming Meetings:

25th April 2019

25th July 2019

31st October 2019.