

Notes from Heath Lane Surgery Patient Participation Group Meeting

Held: Wednesday 6th February 2019

(Meeting was to be held on 31st January 2019 but postponed due to adverse weather)

1. **Present:** Dominique Allen; Janet Gregson; Leah Hart (Practice Manager); Dr Sarah Holt (GP Partner); Terry Kirby; Diane Lucking; Margaret Stephens; Clare Taylor (Chair); Jackie Telford; Ann Myatt; Lianne Simpson; Ann Sowman; Hazel Thomasson; John Thompson.
2. **Apologies:** Roger Ellis; Mathew Hulbert (Vice-Chair); Andre Light; Donna Macintyre; Jeanette Poole (Deputy Manager); Martin Strange.
3. **New Members:** Terry Kirby was introduced to the group. An enquiry from Sharon Rich to join the group was also noted; Sharon had been a participant in the Virtual PPG scheme several years ago and had shown interest in becoming a full member.
4. **Matters arising from Minutes of last meeting (06.12.18) and not on Agenda**
✚ **Secretary Post:** remains vacant.
5. **Practice Updates (LH):**
 - a. **Surgery Extension:** work commenced on 05.11.18 and is due to totally complete on 3.08.19. SH and LH showed drone images of progress made on the site over the past two months.
 - b. **Avant Homes site:** Junction realignment and road widening is being carried out at the top of the old drive leading to the Surgery. The road has been closed for seven weeks from the Surgery junction to the junction with Mallory Street, (work commenced 4.02.19 and is due to complete 22.03.19). Traffic signals are in place between the Surgery and Heath Lane, controlling a one-way system. Temporary bollards are being used to control traffic flow at the Hinckley Road entrance to Heath Lane. Access continues to be available to properties and businesses in Heath Lane South and those adjacent to the Surgery. Patients therefore need to be extra vigilant when driving to the Surgery and where possible should be advised to walk. Following intervention, the pavement leading to the Surgery is now being gritted during adverse weather.
Relationships between Avant Homes, the contractors working on the Surgery development, and the Practice remain cordial.
 - c. **Car Park:** Section 106 monies from Avant Housing in connection with the new development have been paid to the Council. 15 new car parking spaces will be created. Disabled and Mother/Baby parking was deemed to be currently sufficient. Spaces at the bottom of the car park will remain the same size as currently. The Practice is undertaking 'Active Traffic Management' over special parking places in an attempt to reduce inappropriate use of spaces.
 - d. **Staffing:**
Dr Hewins continues on Maternity Leave until May 2019; but is undertaking 'Keeping in Touch' (KIT) days during which she will see patients.
A permanent Associate Practitioner has been employed (Julie Hayter); Julie started work 7.02.19. This post bridges the gap between Registered Nurse and Health Care Assistant.

Dr Mittal; ST1 – (at the start of GP training) started work at the Practice on 7.02.19. A fifth-year Medical Student will join the Practice on 11.02.19 for a two-month clinical placement. This student will work with a Duty Doctor, seeing patients under supervision.

CT reported back on behalf Martin Strange regarding his interview with the current Medical Student; PPG members and others were encouraged to become involved in the Medical Student training by meeting with the student to discuss their medical history and medical/social issues. Anyone interested should contact Ruth Allen in Reception. **Action: All Members**

- e. **Dialysis Room:** LH has heard no more from LGH over proposed dialysis patient use of this specially adapted facility. CT reported on her contact with Dr James Burton from the Renal Team who is now taking personal responsibility for this project.
 - f. **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**
 - g. **Third Party Prescription Ordering:** ordering of prescriptions for appliances (stoma care etc.) by anyone other than the patient had now ceased. Previously the Pharmacist/Care Home/etc. could reorder on behalf of the patient ensuring a constant supply. West Leicester CCG had identified this as an area of over-ordering and introduced this constraint in an attempt to reduce medicines and other wastage. In April 2019 this constraint could apply to other medicines which are normally ordered through a third party. The possible effect on our patients was discussed.
 - h. **Stockpiling of Medicines:** Dr Holt was asked whether the Practice had experienced any stockpiling of medicines due to scaremongering associated with Brexit – the Practice had no evidence of this issue and had systems in place to address over-ordering.
 - i. **Kingsfield Court Care Home:** LH had been informed of an Open Day at this new 72 bed Nursing Home. PPG Members were welcome to attend.
6. **Integrated Care Project:** CT reported that Kerry Smith, Community Co-ordinator, was now employed 2.5fte for her current role and 2.5fte through the NHS to co-ordinate care for patients who are frail and have been recently discharged from hospital. This new role is intended to bring together NHS, Social Care, Voluntary Sector, etc to provide integrated care packages for vulnerable patients. The project is being overseen by Dr Darren Jackson at Barwell Surgery; but should be introduced across our area in the near future. The project is currently being funded by Leicester County Council Public Health. Kerry Smith will be asked to speak about developments at a future meeting. **Action CT.**
7. **Carillon Radio:** Longstanding members of the group recalled that Dr Eynon had spoken to us around three years ago about her vision for a 'Health and Wellbeing' Radio Station. This vision has now come to fruition through Carillon Radio; broadcast on 1476am and on-line. The intention now is to expose patients to the provision through waiting room radio. 'Sound bite' contributions from patients are needed – anyone interested in helping should contact the radio station direct at www.carillonradio.com
Action: Anyone who is interested.
- **Post-meeting update from LH:** This radio channel is now being broadcast in the second waiting room. Jeanette is going to look in to the license information via Dr Eynon.

- 8. PPG Survey:** In December 2018 West Leicestershire CCG had carried out a survey of PPG provision across our area. Results were discussed at a recent PPG Network Meeting organised by the CCG. Work is now underway to provide 'best practice guidelines' for PPGs and Practices. Interestingly, Quorn Surgery has over 200 Virtual PPG Members as they use their new patient sign up to attract new members to this group. LH agreed to speak to the Quorn Practice Manager to find out more about their recruitment of PPG members. **Action LH.**
- 9. PPG Communication Issues (CT):**
- + 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**
 - + Newsletter: MH had produced an article for the December newsletter and will continue to liaise with the Practice. **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 for late February/early March. **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. CT is meeting with Alan Plumpton, Chair of Barwell PPG on 14.02.19 when she will discuss this proposal further.
- 11. Social Prescribing (CT):** After lengthy preparation over the past six months, this new project is ready to launch on 8.02.19. Publicity has been given to the scheme within the Practice. A duty rota of volunteers is in the process of being completed. Guidelines and systems have been devised, and information gathered. The project will run for six months (until the end of July 2019); after which a review will take place to determine whether to continue.
A leaflet has been prepared to hand out to patients prior to them meeting with a Social Prescriber; **it may be useful for all PPG members to be given a copy of this leaflet to ensure that they are au fait with the project. Action LH.**
Social Prescribers met after the meeting to finalise the rota, processes, and additional training requirements. Some work remains to be done. Action CT
- **Post-meeting Update from LH:** A generic log in has been provided by James for the computer to enable them to access First Contact Plus, this will be provided to the Social Prescribers by Ruth Allen when they attend.
- 12. Allotment Project (AM):**
AM outlined the progress made on the Allotment Project. In April 2018 half a plot had been secured on the Breach Lane site for community use; this was quickly expanded to a full plot; in September a further area was added. The Group has been fortunate in obtaining funding for a Summer House which contains cane seating and a bookshelf and has become a meeting place. Barwell and Earl Shilton Lions have funded covering for a poly-tunnel; George Ward Trust has funded a rotavator and sundries. At least 16 volunteers are working on the Allotment. The group now has a constitution. Ann was congratulated on the huge amount of work she (and her husband) had put into developing this worthwhile project.

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

- ✚ H&B PPG Locality Group: 14.02.19 (CT).
- ✚ CCG PPG Network: 24.01.19 (CT).
- ✚ H &B Health and Wellbeing Partnership: 25.01.19(CT).

14. Any Other Business

- a. **Hearing Aid Batteries:** HT enquired about the systems in place for obtaining new batteries as she had experienced two very different approaches.
- o **Post-meeting update from LH:** This issue has been discussed with the reception team, we are currently not low in stock and haven't been recently either. All hearing aid batteries are issued in packs of 6 so the patient would not have been issued 2 from a pack as we are unable to split packs. Reception request to view the out- patient card and letter for the patient as this provides the number of hearing aid batteries and types of batteries that should be provided. I hope this has helped clarify the process.
- b. **Waiting Room Radio Volume:** This had been very loud on one occasion.
Post-meeting Update from LH: discussed with James, it is possible the volume could have been knocked, however the volume is correct now. Perhaps patients could make us aware at the time they are in that there is a problem rather than wait for a meeting in the future please?
- c. **Exemption from Prescription Charges:** DL asked about processes, which Dr Holt explained.
- d. **Congratulations:** LS expressed her gratitude to the Practice for outstanding service received over the past few months since her new arrival.

The meeting closed at approximately 7.45pm.

PLEASE NOTE CHANGE OF MEETING DATES

Next HLS PPG Meeting: Thursday 11th April at 6.30 in Meeting Room HLS.

Items for the Agenda to CT **before 6th April 2019** please.

Forthcoming Meetings:

11th July 2019

7th November 2019.