

Notes from Heath Lane Surgery Patient Participation Group Meeting

Held: Thursday 23rd January 2020, 1-1.50pm

Present: Mathew Hulbert (Chair); Sandra Ladkin; Ann Myatt; John Thompson; Linda Doyle; Terry Kirby; Kerry Smith (Local Area Co-ordinator) Leah Hart (Practice Manager); Jeanette Poole (Assistant Practice Manager); Dr Sarah Holt (GP Partner); Dr Caroline Armstead (ST3), Dr Neeloy Datta (ST3), Amber Clark (Admin Team Manager).

- 1. Apologies:** Dominique Allen; Diane Lucking; Andre Light; Donna Macintyre; Ann Sowman; Hazel Thomasson; Lianne Simpson.
- 2. Minutes of the last meeting:** Mathew apologised the minutes were late out. Agreed as a correct record.
- 3. Practice Updates (LH):**
 - a) **Staffing:** Dr Neeloy Datta ST3 is back at Heath Lane for his last year until December 2020. Dr Caroline Armstead is also back. Dr Gagandeep Bawa FY2 started her foundation year placement on the 2nd December 2019 for 4 months. Clinical pharmacist Nadya Jethwa started in November 2019 and works 2 days a week and can see minor illness. Her role will build up over time.
 - b) **Dialysis Room:** Dr Priestman and Leah have a meeting next Friday with Professor Burton to discuss moving this forward.
 - c) **Issues concerning Avant Homes:** There are no issues currently.
 - d) Leah Hart is pregnant with her second child and will be starting maternity leave in June. Jeanette Poole will be stepping up as practice manager while Leah is on maternity leave.
- 4. PPG Survey (LH):**

This is a patient satisfaction survey. Leah was asked in the previous meeting to obtain ideas and examples from other local surgeries and circulated these to the PPG members. John Thompson and Ann Myatt liked the survey from Desford and other members agreed. Terry Kirby also finds Newbold's good. Leah will re-circulate Desford's survey and if everyone is happy with it we will adapt it for Heath Lane. Terry Kirby suggested that a vaping option is added to the Heath Lane new patient questionnaire in the smoking section and it was agreed this was a good idea.

Action: LH & All Members
- 5. Social Prescribing/new incentive (MH):**

Sandra Ladkin expressed an interest in becoming a social prescriber. Social Prescribing has been around for a few years. Focus is rather than prescribe drugs, to prescribe social support and to reduce the amount of people needing to see clinical staff for social issues. A fantastic group of PPG members have signed up to become social prescribers. It can improve patient's wellbeing, reduces a feeling of being on their own and links people to their local community and other groups. It is well attended. Doctors, nurses and reception are actively referring people. Dr Caroline Armstead will be doing an audit to look at the effectiveness and impact of social prescribing.

Kerry Smith and Leah have been working on a new initiative to capture patients with social prescribing needs at the time of registering at the practice. This is due to the new housing development in Earl Shilton. Kerry has created an additional form that can be completed along with a new patient questionnaire to capture extra information. Please give feedback to Kerry if anyone has any comments. **Action: All Members**

Training is carried out for new social prescribers once there are a number of people to train. Kerry mentioned there is a lady who is offering bereavement training locally. It is not known what the cost will be yet but there are 20 spaces and Kerry will update us when she has more details.

6. **Vacant Officer Positions (MH):** There are 2 positions available in the PPG – Vice Chair and Secretary. Members are to let Mathew know if they are interested in the positions.
7. **Updates from PPG Locality/Network meetings (MH):** Chairs from our locality PPG attend the PPG Locality. It is a further PPG meeting that happens quarterly in Hinckley to talk about PPGs and hear from the Alliance also.

PPG Network meetings are quarterly where high level CCG representatives talk and ask about changes and incentives. The meetings are open to all and people can register via the website. The next Network meeting is in early February.

8. AOB:

- a) Mathew and John Thompson will be coming to the surgery in early February, provisionally 10am on the 12th February, to refresh the PPG notice board. The theme this time will be social prescribing. Kerry kindly offered that her name can be added until we have a name for the social prescriber.
- b) John Thompson mentioned a service called 'Contact The Elderly' that is available for over 75s who are lonely.
- c) Kerry passed on some posters for the Barwell & Hollycroft Befriending service that can be put up as they are not just for Barwell & Hollycroft patients.

The meeting closed at approximately 1.50pm.

Next HLS PPG Meeting: Thursday 16th April at 6.30pm in Meeting Room HLS.

Items for the Agenda to MH **before 9th April** please.

Forthcoming Meetings: TBA