

**Notes from
Heath Lane Surgery Patient Participation Group AGM**

Held: Thursday 27th July 2017

1. **Present:** Roger Ellis (Chair), Jan Gregson, Dr Sarah Holt; Matthew Hulbert, Ann Myatt, Ann Sowman, Margaret Stevens, Martin Strange, Clare Taylor, Hazel Thomasson, Leanne Thomasson, Ann Walsh, Eunice Ward.
2. **Apologies:** Wendy Edwards, Jackie Telford, Donna Macintyre
3. **Welcome:** Roger welcomed members to the meeting. The Group passed on their very best wishes to Wendy for a full recovery to good health.
4. **Farewell:** After eight years at the helm Roger Ellis was relinquishing the position of Chair of this Group. Margaret Stevens gave a vote of thanks for the huge amount of guidance and support Roger had provided during his tenure as Chair. Ann Walsh provided a synopsis of the major achievements made since the inception of the Group in 2009 and commented most positively on Roger's role in advising the Practice from a patient perspective. Roger's insightful contribution to external audits had been invaluable. Refreshments were shared and toasts made; Roger was given a gift in appreciation of his contribution. Roger will remain a member of the Group.
5. **Election of Officers:** Clare Taylor elected Chair; Matthew Hulbert elected Vice Chair. It was decided appropriate to postpone the election of Secretary as it was hoped that once Wendy Edwards has fully recovered she may consider continuing in this post; her contribution to meetings has been missed over the past few months.
6. **Matters Arising from meeting of 25th May 2017 and not on agenda.** AW confirmed that e-mails are being sent to the correct, updated PPG distribution list. Positive feedback from Mo Satter (Well Pharmacy) over reactions to their new banner – which was suggested at May meeting.

7. PRACTICE UPDATES (AW)

7.1: Updates on Staffing:

Dr Hewin will join the Practice in August (full-time, Salaried GP)

Dr Martin, Salaried GP, joined in June.

Dr's Darko and Patel (trainees) are leaving.

Dr Daya, final year GP trainee joining for a year.

Dr Aden: Trainee GP Year 2 joining in August.

Dr Hira: Trainee GP Foundation Year will be with us for four months.

Jane Sharp, Receptionist, will join the team in late August.

Dr Holt stated that this would bring the Medical team to full strength, thus address any unacceptable waiting times for routine appointments. The full complement of GP's and trainees should enable patients to book appointments 2-3 days ahead.

7.2: Plans for Surgery Extension: AW updated the Group on extension plans to the rear of the current building (next to the conservatory to form a rectangular building). Seeking of planning permission is underway with submission in August and an anticipated outcome in October 2017. Building start date set for March 2018, with projected completion December 2018. Architects are well versed in NHS builds and understand the constraints of finance and the need to complete on time. AW held a Consultation Evening on 18.07.17; favourable feedback was received from attendees. The group explored possible issues which may delay planning permission and put forward positive suggestions to mitigate these.

Car Parking: Planning permission had been granted on 26.07.17 for land adjacent to the Surgery (Bowley's fields). Provision has been made for an extension to the Surgery car park on this land; AW was hoping that this plot could be released in the near future to reduce congestion in our already overcrowded car park. After the Build larger parking spaces would be marked.

Garden: CT would approach Earl Shilton in Bloom over moving the 'Dialysis Garden' for the duration of the build. **Action: CT**

7.3: Dialysis Room: Our dialysis patient had been admitted to hospital, as a result the specialised room is not currently being used although it is anticipated that in future two patients will alternate in using the facility. Issues have arisen regarding cross-infection risks; these have to be resolved prior to extending the use of the facility.

8. Main Notice Board Campaigns 2017:

✚ **Stay Safe in the Sun** had been displayed from mid-June throughout July.

✚ **Supporting Mental Health** was planned for mid-August through to September. SH would ask the Mental Health Professional for any ideas in relation to this display.

Action: SH and CT

9. Any Other Business:

9.1 PPG Awareness Week:

Very successful Locality Event at Woodlands Nurseries from 5 to 9 June 2017; focus on use of the 111 number and response to mental health crises; written list of public responses was circulated (available from MH via e-mail).

PPG information display in our Waiting Room had generated no responses.

Discussion over how to attract under-represented sectors of the local community to the Group (aim for a range of ages, gender, ethnicity, experience and interests). CT would approach **Heath Lane Academy** and other groups to explain the role and remit of the PPG; opportunity may be particularly pertinent for those aiming for health care career.

9.2: Hinckley and Bosworth Locality Meeting, 4.07.17 CT and MH attended meeting, hosted by Ratby Surgery. Thanks sent to the Federation; in particular Dr Will Priestman for keeping open Central Surgery, Hinckley.

Federation are providing two more pull-up banners, both refer to medical waste.

Videos being promoted to demonstrate use of Asthma inhalers. **AW explained plans for a specialised surgery based television to run looped Health Promotion DVD.**

UHL bed blocking being partially addressed by using care home beds to discharge those patients no longer needing hospital treatment; Social Services fund this service. **SH provided a clinical insight into the issues which can arise from this temporary solution.**

Federation has employed a third staff member to help with administration.

Discussion over PPG Terms of Reference.

Next Locality Meeting: 4th October 2017 12.30 Heath Lane Surgery

9.3: West Leicestershire PPG Network Meeting, Thursday 27.07.17. CT and MH had attended on behalf of HLS PPG; they gave a brief verbal report as minutes of the meeting would be circulated later. Presentations were as follows:

9.3.1 Summary Care Records: these records travel with the patient on their health journey, detailing medication, allergies, sensitivities, care preferences, anticipatory information can be included (e.g. end of life care wishes). Particularly useful for illness out-of-hours, on holiday, or after accidents. No plans to share hospital records using this system. The patient has to 'opt in' to enhanced SCR whereas the patient gives 'implied consent' for core SCR. Surgeries have been given targets to achieve over enhanced SCR's.

9.3.2 The Work of Public Health in Leicestershire: Dr Mike McHugh, Consultant in Public Health, explained how to 'Make a Difference in Communities'.

'Health is a state of complete physical, mental, and social well-being and not merely the absence of disease or infirmity' WHO 1948.

Determinants of health: Clinical (20%), Social and Economic (40%), Lifestyle behaviours (30%), Environmental (10%).

Recommendations: Physical activity, healthy diet, healthy body weight, manages stress, avoid tobacco and drug use, limit alcohol, protect from disease and injury.

Advice for **mental wellbeing**: connect (to people); be active; take notice (of your environment); keep learning; give (do something for a friend, contribute).

Promotion of shared decision making with health professionals.

Discussion around social prescribing and PPG role in empowering patients to seek advice from appropriate sources (e.g. First Contact Plus and Local Area Co-ordinators).

9.3.3 Feedback from patients, carers and staff on the Sustainability and Transformation Plan:

Philosophy of 'home first' raised most questions with reservations over implementation and whether families would be expected to take on more onerous medical interventions. Concerns that 'care in the community' meant more work for the same reward in respect of health care professionals. Consultees needed convincing that integrated locality teams would work in practice. Cross border issues raised (Nuneaton and Warwickshire).

Issues around buildings (Hinckley Hospital). General concern over bed reduction.

9.3.4 GP Patient Survey: measure of patients' experiences across a range of topics:

NHS West Leicestershire 11,910 questionnaires distributed, 5,322 returned – out of a total of 380,000 patients in the area therefore 6% overall response (small sample size), no qualitative data. Excellent responses re. trust in health professionals; 87% found receptionists helpful. Length of wait to see GP an issue. Examples of patient survey website were shared with the group. Heath Lane Surgery scored above 90%.

More information <http://gp-patient.co.uk/SurveysAndReports>

Discussion over devising a PPG Survey for our patients; previous information gained used to inform the Practice and feed back to Audit.

9.3.5 PPG's – a reflection on how they have evolved and their successes: Angela Bright reflected on her experience with PPG's since 2011; how the Network meeting has developed with speakers wanting to share expertise with the Group.

Next Meeting: AGM Monday 11th September 2017 – Holywell Park Conference Centre, Holywell Way, Loughborough University. Exhibition and Buffet from 6pm.

Next PPG Network Meeting: Wednesday 15th November 12.15 lunch, meeting at 1pm, ends 4.30. NSPCC Leicester. All welcome.

9.4: Heath Lane Surgery Flu Clinics 2017: Request for Clinic dates in order that we can organise ourselves for these important morning sessions. **Action: AW to provide dates, CT to circulate and prepare rota**

9.5: Joint Health Promotion Event with Barwell and Hollycroft PPG. CT had been approached by Alan Plumpton, Chair of Barwell and Hollycroft PPG, over organising a joint HP event. Group gave the go-ahead for this to proceed. Funding may be forthcoming from Derbyshire Health United who run the 'out-of-hours' service in this area. **Action CT and MH to liaise with Barwell PPG**

9.6: Training for elderly patients to use on-line booking system: Age UK could be approached in relation to training elderly patients who have access to the internet on how to book on-line appointments. A help-sheet could be developed to assist with this process. **Action: CT to approach Age UK**

9.7: Alzheimer's Talk: AW had received correspondence from the Information Officer at the Alzheimer's Association asking whether she could speak with our PPG about the services offered through their Memory Support Team to patients living with dementia and their carers. **CT will invite Liz Steel to our September meeting.**

9.8: Offers of Assistance: In response to requests from AW for members to help with certain Practice administrative tasks an 'availability sheet' was passed round; could members who wish to help but have not indicated availability please contact AW direct.

The meeting closed at 8:05 (1 hour 35 minutes duration).

Next HLS PPG Meeting: Thursday 28th September 2017 at 6.30 in Meeting Room HLS.

Roger offered to organise meeting dates for 2017/18 years. If Ann Walsh could book the meeting room we would be grateful. **Action: RE and AW**

Items for the Agenda to AW before 21st September 2017 please.

Hazel Thomasson gave apologies in advance for the September meeting.