

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

**Held: Thursday 26<sup>th</sup> July 2018**

1. **Present:** Dominique Allen; Janet Gregson; Leah Hart (Practice Manager); Dr Sarah Holt (GP Partner); Mathew Hulbert (Vice-Chair); Ann Myatt; Lianne Simpson; Ann Sowman; Margaret Stevens; Martin Strange; Clare Taylor (Chair); Hazel Thomasson; Eunice Ward.
  2. **Apologies:** Roger Ellis; Andree Light; Diane Lucking; Donna Macintyre; Jackie Telford.
  3. **Matters arising from Minutes of last meeting (07.06.18) and not on Agenda**
    - + **NAPP membership:** the Partners had decided that National Association of Patient Participation Group membership would not be funded for 2018-19. We have arranged to receive NAPP newsletter updates via the Locality Group Chair.
    - + **Polo Shirts:** the Partners have pledged a one-off £75 towards uniform polo shirts to be worn whilst undertaking PPG duties (flu clinics, social prescribing etc.). A bid has been made to Earl Shilton Lions for the remaining £75.
1. **Election of Officers for 2018-19**
    - + Chair – Clare Taylor
    - + Vice-Chair – Mathew Hulbert
    - + Secretary – position remains vacant
  2. **Report for the 2017-18 PPG Year (CT)**

A brief synopsis of PPG membership, activities, and involvement throughout the 2017-18 year was given by the Chair. Available on the PPG part of HLS website.
  3. **Practice Updates (LH):**
    - + **Surgery Extension:** the go-ahead from NHS England continued to be awaited; therefore there is no clear starting date for the new build. The hope is for a start date in August 2018.
    - + **Bowley's Fields:** AVANT Homes are due to commence house building work within eight weeks (end of September 2018). The Project Manager, Gareth Miles had met with Leah Hart to discuss issues which may affect the Practice and patients. Concern was raised over width of the drive leading to the Surgery and the impact on patients relating to access and parking issues. LH will keep members updated by e-mail over the proposed parking spaces which should be released from the building site area. **Action LH**
    - + **Staffing:** Dr Hewins is now on Maternity Leave; Dr Daya will carry out five sessions each week (Tuesday, Thursday, Friday morning). Two new receptionists have been recruited: Ria Teasdale (permanent); Janet Platton (temporary). *Since the meeting, unfortunately Janet Platton has informed the Practice that she is no longer able to take up her position due to relocation.*
    - + **Medical Students:** Dr Cleaver and LH had met with Dr Harrison from the Medical School to discuss provision of the opportunity for first year medical students to experience General Practice; this will consist of a two week placement and will hopefully start in October 2018. Third and fifth year medical student placements

will continue. Volunteers who can spare time to be interviewed by Medical Students should contact Ruth Allen.

- ✚ **Dialysis Room:** Jeannette Poole had met with an LGH representative some time ago and had been informed that a new patient was waiting to use the room. However nothing had been heard since that meeting. CT to speak with Dr Burton, Renal Consultant in an attempt to expedite use of the room. **Action CT**

#### 4. Timing of Meetings (LH)

LH, supported by Dr Holt, emphasised that the Practice valued the input and involvement of PPG members. She explained that meetings had historically been held every other month on the last Thursday evening. However, surgeries were now held from 8.30 to 6.30 daily and evening meetings had become a struggle for staff to attend. She asked whether meetings could be moved to the daytime.

Much discussion ensued when some members stated that because of work and other commitments during the day they would not be able to attend; moreover not all members were present as the meeting fell during the holiday period therefore their views could not be sought. There was a great deal of concern that valued members may be lost to the group, and that our aim of broadening our membership to include under-represented groups may be made more difficult if meetings were held during the working day.

The importance of the health and wellbeing of Practice staff was recognised, and it was decided to trial daytime meetings for the remainder of the 2018 year. Dates for forthcoming meetings are now **4<sup>th</sup> October** and **6<sup>th</sup> December** between **1pm and 2.30pm**.

It was hoped that no members would decide to leave during this period and that the Virtual PPG could work as a contact point (although this group has not yet been re-established). *Since the meeting LH has issued an email to CT for distribution to all PPG members. CT to action.*

#### 5. Prescription Issues (HT)

HT explained difficulties encountered over on-line prescription ordering. SH outlined the process used by the GP when prescribing (3 – 4 ways to sign prescriptions; prescribing controlled drugs etc.); not all GP's are able to sign off an EPS. The EPS system occasionally goes down for a short period of time during which paper prescriptions are issued. Discussion ensued over the possibility of texting patients when an issue arose; however this was felt to be far too cumbersome. MS explained the system from an IT perspective; he understood that there may be a tracking system built in. Review of prescriptions and the issue of hospital prescriptions were then discussed. **LH will to look into issues if HT contacts her direct).**

#### 6. PPG Communication Issues (CT):

- ✚ Website: now complete; but will need updating regularly.
- ✚ Generic e-mail address: hls.ppg@yahoo.com
- ✚ Leaflet: with the Surgery for printing then inclusion in new staff and new patient packs. **Action LH**
- ✚ Newsletter: MH offered to lead on this project. **Action MH**
- ✚ Newspaper Article re. temporary change of meeting time. **Action MH**
- ✚ Virtual PPG – rename /relaunch?
- ✚ Notice Board Display – end August: 'Volunteering and Community Support' **Action CT**

7. **Joint Health Promotion Event** with Barwell and Hollycroft PPG – no progress.

8. **Social Prescribing** (CT & AM): Update on project progress:

Provisional Training Dates: 6<sup>th</sup>, 13<sup>th</sup>, 20<sup>th</sup> September 2018 between 6pm and 8pm  
Meeting Room, HLS. Safeguarding; Communication; First Contact Plus. CT outlined the background of trainers.

DBS checks are being organised through a retired GP – cost £5 per volunteer to be met by the Practice.

The aim is to begin SP in October. Kerry Smith, Area Co-ordinator, would be involved with the first few sessions.

CT to complete guidelines, policies etc.

We have just six volunteers for training and would ideally need eight people to be involved. **Action CT**

9. **Allotment Project** (AM):

AM reported on the project's success so far. She had initially obtained half a plot which was converted to a full plot in June 2018. She now has promise of another plot in September 2018.

Six individuals have taken part in the project, with excellent outcomes in addressing isolation and loneliness to date.

A greenhouse had been donated (AM outlined how this was transported by man/woman power through Earl Shilton); the project also has a shed, tools and a seating area which had all been donated.

The visit from 'In Bloom' judges had been an exciting day – results in September.

One volunteer had created a Facebook page.

CT explained that the Rural Community Council (Joanne Lowe) had offered funding and policy expertise for the project; she also knew of substantial funding given by Hinckley Council to the Barwell Allotment Project – these funders were interested in the Earl Shilton project. **Action: CT to liaise with AM**

10. 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: 05.07.18 (CT).

✚ CCG PPG Network: 21.06.18 (CT) notes circulated.

✚ H & B Health and Wellbeing Partnership: 20.07.18 (CT), notes circulated.

✚ Social Prescribing Trainers meeting: 24.07.18 (CT).

✚ Rural Community Council meeting: 18.07.18 (CT)

✚ VAL meeting: (MH) notes circulated.

11. **Any Other Business**

✚ Light in the Disabled Toilet needs adjusting. **Action LH**

The meeting closed at 7.45pm.

**Next HLS PPG Meeting: Thursday 4<sup>th</sup> October 2018 at 1.00 in Meeting Room HLS.**

Items for the Agenda to CT **before 25<sup>th</sup> September 2018** please.