

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

Held: Thursday 11th July 2019

1. **Present:** Dominique Allen; Dr Sarah Holt (GP Partner); Mathew Hulbert (Vice-Chair); Andre Light; Diane Lucking; Ann Myatt; Jeanette Poole (Deputy Manager); Clare Taylor (Chair); Lianne Simpson; Jackie Telford; Hazel Thomasson; John Thompson.
(14 members)
2. **Apologies:** Roger Ellis; Janet Gregson; Leah Hart (Practice Manager); Terry Kirby; Donna Macintyre; Sharon Rich; Ann Sowman; Martin Strange; Margaret Stephens.
(7 members)
3. **Matters arising from Minutes of last meeting** (06.02.19) and not on Agenda
 - ✚ **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 has been put on hold whilst there is a shortage of space during the build.
 - ✚ PPG Leaflet: with the Surgery for printing then inclusion in new staff and new patient packs. **PPG members would like to see the leaflet. Action JP**
4. **Annual Report (CT)**

The opportunity was taken to reflect on PPG activities over the past year whilst making tentative suggestions over future engagement. Mention was made of the extension to our building; involvement in medical student training; Practice participation in the Medical Alliance; integrated thinking over health and social care using Local Area Co-ordinators to achieve cohesion; NHS funding for Social Prescribing beginning in 2019/20; and ambitious plans for local infrastructure projects following the award of £7,035,000 in NHS funding. On behalf of all our patients CT thanked both the medical and administrative teams for their hard work during the past year, she congratulated all staff on surviving the disruption which building work has created. Reflective discussion over various aspects of the report was useful in considering the future of the PPG – it was suggested that more use could be made of virtual communication. **The full report is available on the PPG website.**
5. **Practice Updates (JP):**
 - a. **Surgery Extension:** work is due to complete in August 2019 with an opening date organised for 11th September 2019 – all PPG members have been invited (JP distributed official invitation cards and agreed to send these to those members who were not at the meeting). **Action: JP**
 - b. **Staffing:**

New Practice Nurse appointed – Hanna Tokelove (36 hours per week: Mondays, Wednesdays, Thursdays and Fridays – creating additional hours whilst replacing staff).

Nicola Gibbons reduced hours to two days per week.

Dr Hewins will be returning from maternity leave on 15.0.19..

Dr Aden recently married and is now Dr Armstead – here for two years until 2021.

Dr Vania and Dr Patel both leave on 6.08.19.

Dr Joshi will join Practice on 1.08.19 for one year – final year of GP training.

Dr Datta will join in December for one year – final year of GP training.

New ST1 Dr Dastagir joins us on 7.08.19 for 4 months.

New FY2 Dr Roji joins us on 7.8.19 for four months.

Melisa Hancock and Lisa Wilebore joined reception team

Planned Nurse Practitioner is now **not** joining us due to personal reasons – this post to be re-advertised.

Molly Edwards, Reception Deputy Manager is moving to another Practice as a promotion to become Reception Manager.

- c. **Medical Students:** current students have recently completed 3rd and 5th year placements; the Practice will welcome more students in September 2019; 5th year students will take participate in placement before final exams rather than afterwards (as previously).
- d. **Dialysis Room:** LH has heard no more from LGH over proposed dialysis patient use of this specially adapted facility. The Practice remain open to hosting a dialysis patient, but whilst the extension is being created space is at a premium, therefore this provision is not being actively pursued.

6. Over the Counter Medicines (JP and SH)

Dr Holt explained that Practices were being asked not to prescribe various ‘over the counter’ medicines, e.g. hay fever medication (antihistamines). Practices are being monitored to ensure they adhere to this directive. A national advertising campaign has highlighted these changes.

7. PPG Communication Issues (CT):

- ✚ Website: MH agreed to monitor the website.
- ✚ Newsletter: MH agreed to continue to contribute to the Practice Newsletter.
- ✚ Notice Board Displays: CT has previous Health Promotion displays which volunteers may wish to use in future.

8. Joint Health Promotion Event with Barwell and Hollycroft PPG – to remain an agenda.

9. Social Prescribing (CT): This new project was launched on 8.02.19; the pilot will complete on 28.07,19. Take-up has been slow with just 10 referrals, 3 of which did not attend. Dr Holt explained that in her experience all new clinics take some time to get established; her colleagues being somewhat reluctant to make a referral without empirical evidence that the new scheme is successful. Meetings with patients have been very rewarding, both for the client and the Social Prescribers. Dr Holt reported that anecdotal feedback was positive. The scheme usefully dovetails with the offer from Local Area Co-ordinators as SP’s are able, with the patient’s permission, to pass on information of the patient’s situation and action we have already advised over or taken; LAC’s are then able to take forward social

aspects with the patient. JP suggested designing small card shaped leaflets regarding this service to keep on GP desks to hand out to patients (information contained in the existing leaflet could be used for this purpose).

Concern was expressed that there are not enough volunteers to continue with this useful provision – currently nine Social Prescribers, four are retiring from the committee. JP thanked all volunteers on behalf of the Practice for the time spent training and operating this service. It was decided to continue with the scheme but reduce the offer to once each month. AL and DL agreed to co-ordinate the rota and liaise with the Practice over changes. To be revisited if patient usage increases.

Action AL, DL, JP.

10. Retirements

Margaret Stephens was unable to come to her final meeting of the group; she had previously expressed her intention to retire at the AGM (see Minutes 6.2.19).

Margaret was thanked in her absence for her work as a volunteer over the past 10 years, this involved eight years as Vice-Chair.

Jackie Telford retired from the group. Jackie was one of our founding members and had worked as Practice Nurse before her retirement. Her knowledge and her reassuring presence at events will certainly be missed. Jackie was thanked for her service to the group over the past 10 years.

CT retired after two years as Chair and four years as a volunteer; she was given flowers and thanked for her service.

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

 H&B PPG Locality Group.

 CCG PPG Network.

 H &B Health and Wellbeing Partnership.

12. Elections:

Chair: Mathew Hulbert (nominated DL; seconded AL)

Vice-Chair: No volunteers

Secretary: No volunteers

MH explained that he could not Chair and minute the meeting simultaneously and would need assistance from the Practice.

13. Any Other Business

JP suggested that the group consider revisiting the Terms of Reference and introducing an application form for new members. Broader discussions regarding the future of the PPG involved moving towards virtual connections. MH (new Chair) would meet with LH (Practice Manager) to take suggestions forward. **Action MH and LH**

Meeting closed at approximately 7.30pm.

Next Meeting: 7th November 2019.

Items for the Agenda to MH **before 1st November 2019** please.