

## **Notes from Heath Lane Surgery Patient Participation Group Meeting**

**Held: Thursday 29<sup>th</sup> March 2018**

- 1. Present:** Dominique Allen; Janet Gregson; Leah Hart (Practice Manager); Dr Sarah Holt (GP Partner); Diane Lucking; Donna Macintyre; Ann Myatt; Jeanette Poole (Deputy Practice Manager); Ann Sowman; Margaret Stevens; Martin Strange; Clare Taylor (Chair).
  
- 2. Apologies:** Roger Ellis; Mathew Hulbert (Vice-Chair); Andree Light; Lianne Simpson; Jackie Telford; Hazel Thomasson; Eunice Ward.
  
- 3. Welcome:** CT welcomed Leah Hart and Dominique (who prefers to be known as Dom) to the meeting; the team introduced themselves.  
**Leah Hart** provided a short synopsis of her career to date. Leah had previously worked for six years as Practice Manager at Coleshill Surgery. Coleshill Practice has 10,500 patients, 35 staff members, GP Registrars and medical students; a similar but slightly smaller setting than Heath Lane Surgery. She took us back to her early working days as a 'shredding girl'; working her way up through Reception, Administration, and Assistant Practice Manager to Practice Manager. She therefore gained a wealth of experience appropriate to her current role. With her Partner and 15-month-old son she recently relocated to Leicestershire. She was previously a Director of the Primary Care Warwickshire Federation; she therefore understands the work being undertaken locally by our Federation. She now has to familiarise herself with a new CCG and working methods in another county, make new contacts; and settle to working with a new team. Leah explained that Coleshill has a PPG Group therefore she is familiar with volunteer activities. PPG members expressed their support of her work and re-emphasised their welcome.
  
- 4. Matters arising from Notes of last meeting (25.01.18) and not on agenda.**  
*PPG Secretary:* Position remains open. Anyone interested should contact CT for more details.  
*Physiotherapy:* CT circulated a written response from the Physiotherapy team relating to a question over waiting times asked at the January 2018 meeting.  
*Availability of printed copies of papers for meetings:* spare copies will be printed by Administrative staff at Surgery and made available at future meetings.  
A note from Ruth was circulated regarding the *secure drop-off point for blood pressure monitors, letters to doctors etc.* The Prescription Box in the foyer had been re-labelled.
  
- 5. Practice Updates:** *LH and JP reported the following:*  
**5.1 Extension to Premises:** An Architects meeting had taken place earlier in the week; the project had not yet been tendered due to some last minute fine detail changes; five contractors will be invited to tender within the next two weeks

(before mid-April). The start date remains early July 2018; the project is currently delayed by two weeks. The chosen tender then has to be approved by NHS England (time-scale over which the Practice has no control). Completion is envisaged for end of March 2019. JP explained the lay-out of the extension for benefit of our new member.

Concern continues over **possible parking issues**; PPG members were encouraged to explain the temporary disruption to our site during the building process. MH had previously offered to write an article for the Hinckley Times focusing positively on the build and explaining the envisaged temporary parking issues at peak times. It may be appropriate for this to be published just before the build begins in **June 2018**. **Action MH**

The **Dialysis Garden** has been temporarily relocated to the site of the Community Shed (behind the arcade of shops in the centre of Earl Shilton); thanks to the 13 ESinB, Duke of Edinburgh Award students, Surgery staff, and PPG team members who turned up on a chilly March morning (minus 7 degrees C wind chill) to carry out this task.

### **5.2: Staffing Updates:**

From 16<sup>th</sup> April 2018 the Practice will host third and fifth year medical students in addition to final year students and GP Registrars. SH provided information about the work these students will undertake (sitting-in on patient consultations/nurse appointments; taking medical history from selected patients with long-term conditions; understanding the role of the Practice within the community).

Dr Daya and Dr Aden are staying.

Dr Datta and Dr Hussein will complete their placements with HLS and move on.

Mr Mohit Joshi (GP Reg.) and Dr Ruth Shanley (FY) will be joining us for four months each. Dr Shanley is part-time.

DM volunteered to have her history taken as a long-term patient. **Action: JP**

A reminder was given that all members of the Practice team are welcome to attend our PPG meetings.

**5.3: Dialysis Room:** CT enquired over the use of the Dialysis Room and whether new renal patients were to be offered the opportunity to dialyse in our building. LH to meet with Emma Evans, Renal Matron, on 12<sup>th</sup> April to ensure this important project regained momentum. CT asked whether there was any likelihood of patients from Walsgrave Renal Unit using this facility; SH considered that as infection control had been such an issue in initially establishing the facility it may be very complicated if another Unit was to become involved; therefore at the moment this was an unlikely scenario.

## **6. Publicity:**

LS has produced a line drawing of the front façade of the Surgery to use in our publicity.

**6.1: PPG Website:** CT had worked with James Broadway (JB) to review our PPG part of the Practice Website. We have four allocated pages:

- Page 1: reflects the work our PPG currently undertakes;
- Page 2: Role of the PPG;

- Page 3: Activities: with images and text this page will illustrate the projects we are working on, regular activities e.g. the Walking Group, and annual events such as assisting with flu clinics.
- Page 4: Information (minutes, agendas, terms of reference, leaflet, CCG updates, NAPP newsletters, etc.). Use of a PPG e-mail was discussed; MS agreed to follow this up with JB and create a system which was not dependent on one person. **Action: CT and MS to further liaise with JB.**

**6.2: Newsletter:** CT will contact LS about the Newsletter. It may be that a sub-team could be developed to share the workload on this issue. Newsletters in February and August annually would be useful. They could be published on the website, and available in the Town Hall, Age Concern, Surgery Waiting Room, Churches etc. **Action: CT to liaise with LS**

**6.3: PPG Leaflet:** CT had circulated a draft copy of a leaflet which explains the role of the PPG; members agreed that this was almost ready to publish. The leaflet would be circulated in new patient packs; information for new staff; and available in various locations (library, Age Concern Centre, Churches, etc.). **Action: CT to prepare final version; Practice to print in black and white.**

**6.4 Virtual PPG :** Promotion of this group will follow complete updating of website and production of PPG Leaflet – aim is for September 2018 at the latest. Members were asked to give consideration to the name as Virtual PPG sounds uninviting. SH remarked that Desford PPG has been renamed ‘Friends of Desford Surgery’. Research would be conducted into titles used by other PPG’s. **Action: CT and anyone else who wishes to help.**

## 7. Joint Health Promotion Event with Barwell/Hollycroft PPG

The feasibility of organising a joint health event had been mooted for some time. CT, MH and AM had discussed this again at a recent meeting with Alan Plumpton, Chair of Barwell and Hollycroft PPG. George Ward Centre had offered a room, accommodating 100, free of charge. The topic of Diabetes had been suggested. AP would discuss with his PPG and Dr Darren Jackson from Barwell Practice, then come back to us. **Action: If any member has a topic they would like us to focus on please let CT or MH know.**

## 8. Signposting / Social Prescribing: AM and CT

For the benefit of new members SH gave a short explanation of Social Prescribing as it is envisaged at HLS, patients who could be helped through this volunteer scheme, and expectations/parameters. *(See November 2017 and January 2018 minutes on website for more detailed explanation).*

AM, MH and CT had recently attended a meeting with Alan Plumpton (Barwell and Hollycroft PPG) and Kerry Smith (Area Co-ordinator) to find out more about how the Barwell Befriending Scheme had been established and to learn from their experience, which was as follows:

- **Training**

Three sessions had taken place during which 12 Befriending volunteers had been trained, these consisted:

- Safeguarding: Joanne Low from the Rural Community Council;
- Communication and Listening Skills: Dr Scarborough – retired Barwell GP;

➤ First Plus Training: Emma ?

Training had been undertaken over three weeks in the evenings.

- **DBS checks:** carried out through a retired GP at the cost of £5 each (normal charge £25 per person). DBS checks are advisable for our scheme, but as there should be no one-to-one communication are not essential. We intend to carry them out for best practice.
- **Insurance:** Public Liability insurance already taken out by HLS should cover the intended activities, but needs checking.
- **Possible Funding:** Barwell had applied for a Grant to set up their scheme from Rural Community Council – funds received would be processed through their Practice as the PPG is not a ‘constituted group’. CT would look into the possibility of similar Grant funding for our project; funding is also available through the Volunteer Community Scheme, CT would look into the criteria which this fund operates.
- **Referral:** forms and other documentation used by Barwell were reviewed.
- **Future training**

Barwell has another three volunteers to train, although their scheme is different to the one envisaged by our Practice it was considered that training needs were very similar therefore we could organise joint training sessions. KS offered to liaise over training – the intention is to begin training in late May/early June depending on availability of volunteers and trainers. We currently have eight volunteers.

Proposal to begin Social Prescribing project in September 2018. It is estimated that PPG members will commit to no more than two hours per month, possibly less should more volunteers emerge. **Action: CT, AM, MH.**

#### 9. Allotment Project: AM

AM had met with RE and identified an unused plot on the Breach Lane Allotment site which may be useful for a community project. KS had offered to fund equipment for this plot if it were available. **Action: AM to continue to liaise with the Allotment Committee and KS over this proposal.**

#### 10. Service Level Agreements: MS

MS had communicated with James Broadway in depth over this issue and commended James on his helpfulness and attention to detail. To recap, MS had identified a problem during the Christmas period when the website was down for two days but System One denies that any issue exists. The responsibility for SLA’s in relation to System One lies with NHS England. In the event of interruption of IT links to Pharmacies then a written green prescription form would be requested and prescriptions made up from this source; with corresponding delays.

MS sought support from the group to make a Freedom of Information request to NHS England in relation to SLA’s and timescales.

With future building projects due to occur within the close vicinity of the Surgery MS was concerned that risk had been assessed, that resilience in relation to IT and other services was at a maximum, and that contingency plans existed in the

event that an interruption of service was to occur. **Action: MS to take forward FIO request to NHS England and feedback to LH, JB, and the PPG**

#### **11. Flu Clinics 2018**

Members requested dates for the September/October flu clinics in order to maximise assistance at the events, in particular the ad hoc clinics. It was suggested that the main Saturday clinic be held in September rather than October to deter patients from opting to go elsewhere for their vaccinations. **Action: LH and JP**

#### **12. PPG Members Workwear: CT**

This issue of workwear had been raised previously, but with the advent of our Social Prescribing project members had revisited the issue of 'uniform' type clothing. CT had investigated a reasonable quality of polo shirt, cost approximately £10 per garment, plus £15 set up costs for embroidery (Hole-in-the-Wall, Hinckley); minimum order, eight shirts. CT asked whether the Partners could consider funding this workwear which would be worn at Flu Clinics, for Social Prescribing meetings, and whilst carrying out other HLS related duties both on and off site. This Workwear would 'professionalise' the work the PPG was undertaking whilst publicising the Practice. Within gold embroidered oval: 'Heath Lane Surgery' at top; 'Volunteer' underneath, 'PPG' in centre on Jade shirt. Estimated outlay £150. Workwear would belong to the Practice and would be returned for reuse if a member left or ceased to be active. JP suggested someone in Newbold Verdon for an alternative quote; she would investigate. **Action: LH and SH to discuss with Partners; JP to investigate quotes from her contact. It would be ideal if Workwear was in place prior to PPG Awareness Week in early June.**

#### **13. Brief Feedback from health-related meetings attended:**

No meetings since January; meetings due to take place in the near future are:

**13.1: Hinckley and Bosworth PPG Locality Group Meeting: 5.04.18**

**13.2 PPG Network Meeting: 11.04.18**

**13.3 H&B Health and Wellbeing Partnership: 20.04.18**

Notes/Minutes from these meetings will be circulated in due course.

#### **14. Any Other Business:**

**14.1: Physiotherapy Appointment:** AS explained that a patient with an appointment to see the Physiotherapists had arrived, checked in and been given a four minute waiting time. However, after waiting for 25 minutes he discovered the Physio had left the building. It was suggested that this may be a check-in issue; JP agreed to look into the problem and review the process. **Action: JP**

**14.2: Hearing Aid Batteries:** MS had been asked to raise the issue of **free** hearing aid batteries which, historically, GP Surgeries had provided, but which now appeared to be only available from Hearing Services. SH considered that there may have been a policy change, but agreed to look into the issue. **Action: SH**

**14.3: Fundraising:** SH raised this issue; historically this has not been part of the PPG remit; given the new build and the activities which the PPG were now engaged in it was decided to reconsider the relevance of fundraising and whether in future we should change this particular term of reference. To be further discussed at the Annual General Meeting in July.

**14.4: National Association for Patient Participation Conference:** 9<sup>th</sup> June 2018. This conference is due to take place in Nottingham and MH has asked to attend. Funding of conferences was discussed and it was agreed that the Partners be asked to part-fund attendance (early bird booking before 23<sup>rd</sup> April 2018 brings a reduction of 25% making the conference cost £60 for patients). Attendees will be asked to bring back three action points with the expectation that they carry these through. **Action: SH and LH to take this request back to next Partner's meeting and respond to MH in order that he can book a place prior to 23.04.18.**

**14.5: Patient Participation Week:** 4<sup>th</sup> – 9<sup>th</sup> June 2018. The Locality Group are making arrangements for a stall at Woodlands Nursery throughout the week; there will be a notice board display; Desford Carnival are providing a stall to publicise Patient involvement.

**14.6: NHS 70<sup>th</sup> Anniversary:** 5<sup>th</sup> July 2018 the achievements of the NHS will be celebrated. Materials and resources are available if we decide to mark the occasion [www.nhs70.nhs.uk](http://www.nhs70.nhs.uk)

**14.7: Prescription Charges:** will rise from £8.60 to £8.80 from 1<sup>st</sup> April 2018. Statistics show that whilst 40% of the population are liable to pay the prescription charge, 90% of prescriptions are dispensed free of charge.

**14.8: Movement of meeting date when meeting coincides with major holidays:** Several members had been unable to attend the meeting due to the clash with Easter and it occurring on Maundy Thursday. The next meeting is scheduled for the Whitson holiday which is the local schools half-term break. It was decided to delay the next meeting to **Thursday 7<sup>th</sup> June 2018** and in future to check whether a clash is to occur and consider moving the meeting by just a week to accommodate as many members as possible.

**The meeting closed at 8:03** (late start, therefore 1hr 30minutes duration).

**Next HLS PPG Meeting: Thursday 7<sup>th</sup> June at 6.30 in Meeting Room HLS.**

**Speaker at the next meeting** will be Paul Herbert, a local Sports Ambassador who, after experiencing a stroke, has used sport and exercise as part of his recovery programme.

**Items for the Agenda to CT before 23<sup>rd</sup> May 2018 please.**