

HEATH LANE SURGERY PATIENT PARTICIPATION GROUP

THURSDAY 30TH MARCH 2017

Present

Roger Ellis, Wendy Edwards, Jackie Telford, Mathew Hulbert, Claire Taylor, Jeanette Poole, Eunice Ward, Diane Lucking, Ann Myatt, Hazel Thomasson, Dr Holt, Leanne Thomasson, Ann Sowman.

Apologies

Margaret Stevens, Jan Gregson, Donna Macintyre, Martin Strange.

Welcome

Roger welcomed all to the meeting, asked if everyone had received the minutes, Ann Sowman said that her emails are still going to the wrong email address, everyone but Ann had received them, Jeanette will check Lorna's distribution list to ensure she has the correct contacts listed. Roger said that the guest speaker Vikki Poole would not be arriving until 7 pm, the meeting would continue until she arrived.

Notice board Campaign

Claire has put the Easter Campaign up on the boards; the following campaign will be Kidney Dialysis/ Kidney illness. Jeanette thanked Claire on behalf of the practice for her work on the boards.

Practice Update

Staffing - changes in training registrars and foundation year doctors Dr John Villanueva is leaving the practice on 04.04.2017, Dr Julie Darko and Dr Krishan Patel start at the beginning of April 2017.

Salaried GP- Unfortunately the salaried GP who was due to join the practice in April has now had a partnership offer at another practice.

There is a shortage of salaried GP's at the moment, however the practice is looking to recruit two new doctors.

Temporary Nurse practitioner - The practice is looking at employing a temporary Nurse Practitioner to try and fill some of the gaps,

Receptionists - two new receptionists are starting, their names are Caroline Sidwell and Julie Snugs. It was noted by a PPG member, Claire that whilst updated the display boards she had been in the surgery for an hour and a half and had been very impressed with the receptionists and how helpful they had been towards the patients.

Bank staff – we currently have one bank staff helping in reception and our admin team.

Launch of the Dialysis Unit Sue has liaised with all appropriate parties and the launch date is 11th May 2017. The dialysis pilot unit was put forward for an innovation award

National Innovation Awards Ann Walsh (Practice Manger) and Dr Priestman represented the surgery at this event. The surgery were in the final 3 for this award, but unfortunately did not win, however feel it was an excellent achievement to have this pilot acknowledge in this way.

Extension There has been some funding identified for building projects, a business case has been put forward for an extension on the back of the property, the practice is still awaiting approval. A pre-planning application has been submitted to the council which had been returned today, with some comments and advice.

Web site usage & online services James has asked if the PPG could help with ideas to get patients to use the site more.

Online services – the PPG highlighted that a disadvantage with registering is that patients must come into the surgery to register first before being able to use it, this can be a drawback. There was a 10% online usage target to hit by 31st March – the surgery has achieved this.

Lifestyle Eating and Activity Programme Vikki Poole (Senior Dietitian) gave a talk on what the LEAP weight management programme is. The first LEAP programme started in Hinckley, now they have 13 sites all over the county, the programme is free.

It is an 11 week programme where a 5% weight loss is aimed for. To access the programme you can self-referral or be referred by your GP. There is a telephone assessment to make sure people are in a right mind to attend. The attendee must be registered with a Leicestershire GP. After 11 weeks there are 3 reviews, asking the attendee to go back every 3 months to get to where they want to be, this is only for 1 year.

The course is appointment led and is run weekly for two and half hours and is very informal.

Vikki spoke about portion sizes, showing members various portion sizes passing samples round the group.

The nearest courses are at St Francis building in Hinckley, Age Concern building in Earl Shilton, there is no waiting list for this area and each course has 25 spaces. There are 4 11 week programmes a year, the next course in Earl Shilton starts on 20th April. Nurses at the surgery refer patients to LEAP rather than the doctors.

Hazel asked how the message about the group got out to the public - leaflets, GP's and nurses in surgeries, local councils, health events-walking football, adverts in magazines, there is no marketing budget as it is all NHS led.

New Telephone System Roger asked about the new telephone system, PPG members said it can take a long time to get to where you want to be. Claire asked if messages could be shortened.

AOB

World Health Day this is on Friday 7th April 2017 at Hinckley Library, this is a free event.

PPG Week to be held at Woodlands week commencing 5th June 2017.

PPG locality meeting on 6th April at 12 30pm at Earl Shilton Surgery.

Claire had had an email saying the Health and Wellbeing service will close on 30th April.

Eunice asked if anyone had been to the meeting at Hinckley Golf Club last week, no one had attended, Roger had applied but had heard nothing. Eunice had been to a meeting at Botcheston Golf Club where it was stated that the Leicester City General will be closing in the next two years, patients to be split between the LRI and Glenfield Hospital. JP confirmed that she had not heard anything relating to this.

Roger thanked Claire and Margaret for doing the minutes from the last meeting.

Date of next meeting

Thursday 25th May 2017 @ 6 30pm.

