



DRAFT

Minutes of the Patient Participation Group Meeting held on 13th August 2019

1. Present

Steve Bates; Elspeth Woods; Bruce Battams; Denise Inggall; John West; Maureen Peerless; Christine Cartwright; Fay Read; Gordon Lovell; Angela Lovell; Phil Stride; Clive Robinson; Jane Hanlon; Jan Lloyd; Dr Bunting

2. Apologies

Toni Rampello; Sheila Dale; Bob and Vanda Gould; Mark Pitman; Judith Westell; Mary & Peter Sadler; Penny Liddiard (added later as omitted in error)

3. Draft Minutes of July 19 PPG meeting

The Minutes for the July meeting were duly agreed.

Before the meeting got underway Steve noted that we start at 6.15 but as we like to chat a little while we get organised should we consider a 6.30pm start. A resounding no was the response and we agreed to leave it as 6.15 start.

3a New Members

Steve welcomed Maureen Peerless to the group as a new member. He also welcomed Phil Stride, our new paramedic, and invited Phil to give us a little biography. There is an article by Phil in the next newsletter, so this record is limited to his telling us that he is in the early stages of developing his role and will be supporting the medical team with acute cases in the surgery and on home visits. Phil left after this and the business of the meeting continued.

4. Matters Arising

- a) Horticulture/Car Park: The front borders are looking beautiful, thanks as always to Bruce for his sterling efforts.
- b) Future speakers: Jan confirmed that Cheryl Scott(Podiatrist) will be guest speaker in October and Theresa Wood will be guest speaker in November. Jan has given up on trying to get Zoe Bachini to come along.
- c) There was considerable discussion about the response to Steve's letter regarding Primary Care Network and potential collaboration with Whaddon and Cobbs Garden surgeries. Whaddon had responded positively to the

approach and a response still awaited from Cobbs Garden although Steve hopeful of hearing soon. Bruce and Denise are keen to be involved in this along with Steve.

5. The Singing Group is looking for someone to take on the role of choir master following the sad death of Steve Stokes. The group needs a rota of responsible people available when the group meets to make sure that in the event of fire alarms going off, windows/doors being closed and so on. It may be that there will be surgery staff at the group, but it would be nice for them to be able to just sing. Steve asked for volunteers – Denise volunteered. The hunt is on now for a choir leader.

Jane mentioned that it is hoped that when the surgery has a new building or there is temporary accommodation, the singing group could have use of a room that is self-contained and be accessed separately from the main building so it can be used when the surgery is closed which should make it easier.

6. Items for the newsletter, Mary and Peter have done an article as has Phil, Steve too has done a couple of items. Anything else to get to Toni as soon as possible.

7. Surgery Update

Jane filled us in on the new Social Prescriber (Wellbeing Advisor) funded by CROWN through the PCN. They have a five year programme of funding for various roles that can be drawn down and once appointed the funding is permanent. Wendy Wootton will be coming into the practice to signpost people to a range of community activities that may have a positive impact on health and wellbeing. She is shared with Cobbs Garden and Whaddon and her focus will be on a range of age groups over 18 years.

The success factors will be a reduction in hospital admissions with people using voluntary sector and thus freeing up Doctor's time. Bruce asked the question whether the GPs would be referring people to the advisor – yes where appropriate.

Dr Bunting said that they are currently recruiting a pharmacist on the same basis, to be followed by a Physiotherapist and Paramedic in due course. The pharmacist will be liaising with patients and carrying out medication reviews and dealing with hospital discharge relating to drugs. It is hoped there will be a very positive impact with these additions to the surgery staff. Jane finished off by reminding us that there are changes to third party requests for prescriptions from September. Pharmacies can no longer request on behalf of patients unless under exceptional circumstances. Dr Bunting and Jane said Red House still has work to do to reduce the amount of over the counter medication that is cheaper to buy than if prescribed.

Jane confirmed that Ink Cartridges are no longer being recycled at Willen and so are to be sent to the British Heart Foundation.

She also mentioned the knitting that has been done for Emily's Star is routinely checked for quality by the charity, and she has brought home a couple of bags of squares which are a little too loose for little people blankets but which could be sewn up nicely for adults. Anyone willing to give this a go should collect from Jane. Steve indicated he may well have a go.

Jane reminded the group that the new membership pack was ready.

Christine asked Jane if there was any news on flu jabs – not yet, as soon as information comes in from the suppliers the dates will be confirmed.

Finally, Bruce asked if there was evidence that the diabetic nurse/clinic was having a positive impact on treatment and improvements in care – Dr Bunting confirmed that this is not a new post as Frida has worked for us for many years but that having a specialist nurse does make a significant difference to patients and the practice and we are lucky to have Frida.

AOB

Stewart Bushell at Willen Hospice has sent a lovely letter thanking the surgery for the postage stamps, coins and jewellery. It set us all thinking about other ways we can support the hospice. Ideas to Steve.

Angela and Gordon thanked the PPG for the flowers and wine and are looking forward to continuing to work on the PPG in the future.

Clive raised the question of whether a road sign is needed for the road into the car park to ensure way in/way out is clear for visitors to the surgery. Steve thanked Clive for keeping the car park tidy and in order and asked if we need to consider a proper safety review in the near future. Dr Bunting confirmed that there was a gentleman's agreement between Red House and the Pharmacy as to the car park and the disabled parking at the front of the pharmacy and that is generally works well. Perhaps just keep an eye on the situation and come back to it later.

Next Meetings

Core group 4th September at 10.15am
PPG meeting 10th September at 6.15pm