

Willington Medical Practice Patient Participation Group (PPG)

Tuesday 19th November 2019 at The Dragon, Willington

Present: Chris Baker, Christine Bould, Joan Burton, Sue Carter, Holly Goodrich, Pat Harvey, Janice Heier (treasurer), Margaret Hooley (chairperson), Peter Horridge (vice chair), Sally Lovatt (secretary), Val Shelton, Maisie Trotman

Apologies: Sara Bains, Colleen March, Christine Thorne, Ann Wood, Vic Wright

The group were pleased to welcome Maisie Trotman to the group.

The minutes of the last meeting were approved and will be displayed on PPG notice board and surgery website.

From the last and previous meetings

Mother and baby Group (Still outstanding)

Website

CBa suggested that a list of GPs and their specialities/CV (and possibly a photo) could be added to the website. This will be mainly covered by the PPG leaflet available on website. Update from HG: A new website is planned within next three months which should have the type of information suggested.

PPG Chairs Meeting

This meeting was to be organised with chairs from surgeries involved in our Primary Care Network (PCN). There have only been 2 responses but this meeting will take place at Willington Surgery at 2pm on 27th November. (MH)

Treasurer's report

£7184.54 C/ A (this includes money donated for blinds and will be paid as soon as they are completed) and £10.97 petty cash. £573.60 has been transferred for outdoor notice board and £163.17 for booklet delivery. £108 is outstanding for fashion show commission from surgery and PPG owe HG £36 for prosecco.

Surgery Update by HG

The Primary Care Network plans to engage 2 pharmacists and a social prescriber to provide service to 8 practices.

The social prescribing link workers will become an integral part of the multi-disciplinary teams that are part of Primary Care Networks.

Social prescribing can lead to a range of positive health and wellbeing outcomes for people, such as improved quality of life and emotional wellbeing. Social prescribing is a way for local agencies to refer people to a link worker. Link workers give people time, focusing on 'what matters to me' and taking a holistic approach to people's health and wellbeing. They connect people to community groups and statutory services for practical and emotional support. Link workers work with existing community groups and help to start new groups and work collaboratively with all local partners. Social prescribing works for a wide range of patients including:

Those with one or more long-term conditions

- who need support with their mental health
- who are lonely or isolated
- who have complex social needs which affect their wellbeing.

The Outside Clinic is a very successful domiciliary visiting service but they have not engaged effectively with providing a service in the surgery. HG volunteered to contact Burton audiology to see if there was any option of them providing a service at the surgery. Batteries will still be available at no charge. (HG)

Surgery Update Cont:

New entrance/exit door required but difficulty finding supplier able to cope with requirements.

5/12/19 Elf Day supporting Alzheimer's Society

Flooring in some areas needs some attention

Future Plans

Skin Lesions

The group plan to host an education event on 'Skin Lesions'. Dr Maronge would lead this event and the idea was the result of a patient survey where patients were asked what conditions they would like more information about. HG will discuss with IM the likely format and the best time is probably a Wednesday afternoon Quest session (possibly May 20th) so that staff could be updated as well as interested patients. The suggestion is identifying suspicious lesions and skin care and prevention of skin lesions. **(HG)**

Carers' Event

Work has been done on the Practice Protocol and identification of carers. An event is being planned and the PPG would be invited to provide support on the date (to be confirmed). It is likely to take place on a Saturday morning and PPG would be needed to provide refreshments and to 'meet and greet'. With enough notice it would be planned to ask agencies such as Derbyshire Carers, Welfare Rights etc. and it is likely that Drs Cowley and Saunders would be doing health assessments. We are planning to invite patients, who have been carers but their 'cared for' has passed away, for tea and biscuits and to feedback on their experience as a carer to help to inform the surgery and guide future support for carers. SC has updated the information on carers available on website and this will be amended on website as soon as possible.

Any Other Business

Online Consultation

PeH asked if this service was promoted to patients as personally he had found it very useful. When patients use the online consultation they pass through a series of questions and relevant advice may be given. There are videos for minor complaints (Sarah Jarvis) and if the consultation is submitted then this is forwarded to the duty Dr who then decides what the outcome should be i.e. telephone call, appointment etc. PeH put a comment of 'Spotted' regarding the usefulness of the app and there have been a few extra consultations. It is a two-year contract and feedback will be useful. HG suggested knowing how many patients start the consultation but are signposted to another service or don't complete the process would be useful facts. HG has fed back the usefulness of being able to add photographs and also commented on the information provided from mental health questions, which means the GP has facts for consideration before contacting a patient. Further development via the NHS app and use of Skype is a natural progression for this type of technology.

Recycling Inhalers

CBo questioned whether inhalers could be recycled and will check with Michael at Pharmacy. Update: No formal recycling programme in place but Michael will follow up on the information CBo sends to him and feedback on the outcome

Dragon Loyalty Card

This has been discussed before but brought up again as Dragon anxious to support community interests. It is suggested that those with a loyalty card can use it and the benefits go to the PPG rather than the cardholder. This way the practice is not promoting the Dragon and it is the PPG benefitting in the same way we use the various donors in the community for raffles and support for events.

HealthWatch

No newsletter has been received this month. SC will follow up.

Next meeting 21st January 2020 (Venue to be confirmed)

Agenda Items please forward to Margaret Contact: mhooley.hoolmarkprt@btinternet.com