

## Appletree Patient Participation Group (PPG) Minutes of the 48th Meeting 27<sup>th</sup> Jan 2016

**Attendees:** David Nove (DN); Ann Martin; John Meggitt; Wendy Palmer; John Rowlands; Emily March; Amy Lakin; Gemma Williams; Margaret Raw (MR); David Greatorex; Roy Guildford

**From Appletree:** Dr Ruth Hewitt (RH); Stephen Leather (SWL)

**Apologies:** Emily Parkman; Elena Whinfrey; Paul Wiggins; Elizabeth Reed; Phoebe Collier; Mike Robinson

### 1. Opening and welcome.

David Nove (DN Chair) welcomed everyone with wishes for a Happy New Year.

### 2. Present and Apologies

See above

### Standing items:

**3. Minutes of the previous meeting** - Item 13 John Meggitt's name had been spelt incorrectly. Apologies.

Otherwise agreed.

### 4. Matters arising:

- **Joined up Care in Belper:** The next meeting is on 9<sup>th</sup> February 2016 at Strutt's. A number of PPG members plan to attend.

**Community transport:** Betty McKeeggie had briefed David Nove, who offered his thanks, and a letter had been sent to Claire Haynes at SDCCG. No reply had been received yet. JR and others suggested that it was necessary to ensure it had been received. **Action:** DN to send a second copy with request for a response.

### 5. Carers' Forum:

(MR) reported briefly on some aspects: a number of doorbells for the hard of hearing had been distributed; The Carers' Clinic had started in January and after a slow start was booked up until April. (See report: Appendix 1). The PPG offered an appreciation for the work of the Forum.

### 6. Action Plan

#### Reports on progress of the 2 sub-groups working on the priority tasks

**External patient communications.** SWL reported that some copies of the newsletter were distributed with the churches' Christmas cards. The next joint practice and PPG newsletter was a little delayed. Items for inclusion are needed. **Action:** topics for newsletter welcomed from all members of PPG.

**Internal patient communication.** SWL once again encouraged all members who visit the surgery to cast a critical eye on displays etc and give appropriate feedback. **Action:** All PPG members.

- **Availability of information in the waiting areas.** Two new receptionists (*with customer service experience*) are taking on presentation of information within the practice. This includes notice boards, leaflets, magazines etc. There was some discussion about the video display and the speed of the notices. SWL explained that various speeds had been tried. There was a one hour loop and repetition of the same information should not occur. Dr Hewitt (RH) agreed there was a problem as a result of watching a 15 minute session. **Action:** SWL to have another look at the display and ensure PPG inputs are acted upon. There was some discussion on duplication of messages on screen and paper etc. SWL emphasised that the practice deliberately duplicated information through all media to reach as many patients as possible.

**7. Other patient representative bodies.** There were no reports.

**8. Appletree Update.** – Dr Hewitt gave background information on the appointment of two new clinicians who will work in the practice but be employed by Southern Derbyshire Clinical Commissioning Group (SDCCG)/ Derbyshire Community Health Services (DCHS).

- Practice pharmacist (SDCCG) who will work in the surgery and in people's homes to do medication reviews - check on medication, how it is taken, if it is necessary; patients recently discharged from hospital with medication.
- Advanced Care Practitioner (DCHS). At Appletree this will be a senior nurse with prescribing who will focus on the frail and the elderly, both in their homes and at the surgery, the aim being to diagnose early and keep patients out of hospital.
- Care Coordinator – additional hours. This role has been in place for 2 years. It is a non-clinical role which aims to work with the frail and elderly, signposting them to appropriate support services, again with the main aim of avoiding hospital admission.

This initiative relates to the NHS England 5 Year Plan to improve delivery of appropriate services in the community, especially for older patients. This project is focussed on the Belper Cluster (5 GP practices) with recurrent funding promised by the CCG. Interviews have taken place and appointments made: Each GP practice will have similar clinicians.

There was some clarification on the role of DCHS which includes Physiotherapists, OTs, District Nurses etc. We are fortunate at Appletree to have a team of Community Nurses based at the practice as this facilitates joined up care between DCHS and the practice. There is some patient confusion regarding the “ownership” of this team and past meeting John Rowland’s suggested a short article in the next newsletter could explain how it all works. **Action:** SWL to draft short article.

There was some discussion regarding the Joined Up Care initiative and in response to a query Dr Hewitt voiced the opinion that services would continue in Belper, though not necessarily in the current building.

**Other items:**

**9. Contacting the Elderly.** The partners had agreed to a suggestion from June Mendham (Care Coordinator) to support the charity Contacting the Elderly by hosting at Appletree a lunch time event to meet the needs of isolated and lonely +75year old patients. PPG members were asked to indicate a willingness to help in the ‘hosting’. There was a general willingness amongst PPG members to get involved. Gemma suggested that, subject to the School’s approval, she and her co-students would like to help. **Action:** SWL to confirm a date with Contacting the Elderly and advise.

**10. Proposed closure of Minor Injury Service at the Practice.** There was some discussion on how it worked at the moment and dismay that the facility, though limited, would be lost, especially in the current climate of avoiding A&E admissions. There has been a lack of consultation by SDCGG. There is now a delay in making the decision but PPG felt representations should be made on its behalf and the need to encourage others to do so. **Action:** DN as chairman will send a letter to CCG on behalf of the PPG, after discussion with SWL.

**11. Ecclesbourne Sixth Form Delegates.** The delegates are invited to consider ways in which, given limits of time, they can represent the views of their peers and gain further understanding of the medical profession. The offer of help with Contact the Elderly gathering was warmly welcomed. **Action:** Delegates to further discuss what short project they could undertake.

**12 A.O.B.** The need for a formal Action Plan for the year was discussed and different views expressed. This gave rise to discussion on role(s). Is the PPG:

- An Action group?
- A facilitator and distributor of information?
- A channel of feedback from the community?

The recurring theme of difficulties in communicating with the community will be an agenda item at March meeting.

**13. Date of next meeting.** 30 March 2016; preceded by AGM 2016.

**Meeting closed at 8.40 p.m.**

## Appendix 1

### Report of Carers' Forum held on Wednesday, December 16th 2016 held at Appletree Medical Practice.

The Forum was attended by **36 people, 18 Carers, 4 Cared-For, Stephen Leather** (Practice Manager), **Helen Speake** and **Michelle Mellors** (Care Champions), **David Nove** (Chair P.P.G) **Paul Wiggins** and **Wendy Palmer** (members of PPG), **Sophie Brown** (Alzheimer's Society), **June Mendham** (Care co-ordinator) **Hannah Staples** (student) and **5 'Friends of Carers'** - **Margaret & John Raw, Elena Whinfrey, John Beavis** and **Elizabeth Reed**.

Everyone was welcomed including 3 newcomers and guests by **Margaret Raw** and reminded of the confidentiality of what is said within the Forum. 'Friends of Carers' were introduced to newcomers, as was **Sophie Brown** from the Alzheimers Society, **June Mendham** and **Stephen Leather**, Practice Manager, who asked permission to take a photo of the Group for reference when the **Care Quality Commission** inspects the Practice.

**Apologies** from **Richard Knibbs, Michael & Sue Slater**.

### Joined up Care in Belper

Health Care Services are being reviewed in order to meet the changing health needs of the local population within the (5 'Belper Cluster 'GP Practices) which include Appletree. Public consultation is paramount and meetings will be held in the Spring. Pamphlets were given out as well as AMP newsletters.

### New Carers' Service

The **South Derbyshire Clinical Commissioning Group** have commissioned **Derbyshire Carers** to run a series of clinics, starting in January, within the local area, to help Carers on a one to one basis, with their physical, mental and emotional needs as well as giving advice, support and information to help with their caring role.

Clinics will be held monthly, appointments made through the Surgery and initially there is funding for a year. Information leaflets were handed out, but the first date at **AMP on Monday, January 11th 2016** may be **altered** as Stephen Leather wants to negotiate a different day. Patients may chose any of the **5** nominated Practices.

### Doorbells for the hard of hearing.

The DCA have provided these items as well as LED lights, which have proved very popular. **John Beavis** gave them out and has made a list of those Carers asking for them.

### Future Plans

**Elena Whinfrey** led a discussion on what the Carers want from the Forum.

1. Labels so that they know the names of other Carers and helpers.
2. Advice on the handling by Carers of their Cared-for.
3. Dietary advice from a Dietician and the difficulty implementing 'healthy food' when the 'cared-for' dislike it.

**June Mendham** spoke about the prevention of bed sores.

4. The role of Advocacy.
5. Member from Citizen's Advice Bureau.
6. Advice on the naming of key holders in case of an emergency from Social Services.
7. Support for Carers responsible for adults with Mental Health issues.
8. Obtaining personal budgets from Adult Care following the implementation of the New Care Act.
9. **Helen Speake** reiterated the importance of Carers registering with the Practice. There are 120+ registered Carers with the Practice and only a small proportion attend the Forums. How do we communicate with them?

The next **Forum's Meeting is on Wednesday, February 17th at Appletree Medical Practice**