

Appletree Patient Participation Group (PPG) Minutes of the 52nd Meeting 5th Oct 2016

Attendees: David Nove(Chair); Ann Martin; Paul Wiggins; Margaret Raw;; Marion Chesters; Roy Guildford; Wendy Palmer; Elizabeth Reed; John Meggitt; George Newton; John Raw; Gemma Williams; Emily March
From Appletree: Dr Helen Fenwick; Stephen Leather (SWL)

Apologies: Brittany Wright; Mike Robinson, David Greatorex; John Rowlands; Tony Walker; Betty McKeggie

1. Opening and welcome.

David welcomed everyone, in particular George Newton who was attending his first meeting.

2. Present and Apologies

See above

3. Minutes of previous meeting.

The minutes were accepted as an accurate record.

4. Matters arising.

David Nove (DN) reported on lack of news about the future of the Minor Injuries Units, other than they will continue in the GP Practices until 2017. The Chair of Riverside PPG is acting on behalf of the five practices in the Belper Cluster in the discussion with the SDCGG.

Stephen Leather (SWL) reported on a change in the status of the Midwifery Service. This was now an out clinic of the RDH but the admin work and the accommodation were regarded as a GP responsibility. The practices do not concur and are now submitting invoices for their services. No response has been received yet. There is also a concern about patient safety relating to the timely entry of patient information on medical records..

5. Action Plan.

Communication - There had been references to the challenges of getting key messages over to patients, in particular the thrust to educate them to 'choose the right clinician.' SWL is aware of the difficulties and urged PPG members to encourage others on the urgent need to use the correct channels.

SWL also introduced a new patient leaflet "About Prescription" which explains many aspects of prescribing and ordering medication.

6. Carers' Forum.

Margaret Raw spoke to her report (Appendix i) and her personal decision to relinquish her leadership role. The Carers' Forum is operating in a complicated and changing world of Statutory and voluntary bodies and sources of funding. Various options were rehearsed and reported on. While the Partners were very supportive and appreciative they could not carry the burden of more clerical work. There were a number of possible avenues e.g. links with the Care of Frail Elderly project, or a national voluntary organisation Making Spaces who have the contract to replace the work undertaken by Derbyshire Carers. **Action:** SWL and MR to approach Making Spaces.

(Post meeting note: SWL has met with MR and Elena Whinfrey and a way forward has been found which takes some of the administrative burden off them whilst still using their knowledge and experience built up over the last 3-4 years to generate the agenda and chair the meetings. As a result a scheme of bi-monthly meetings has been agreed for 2017. It is very much hoped that PPG members will offer their support in hosting the meetings.)

7. Other patient representative bodies (as appropriate)

There were no reports from other representative bodies but see item 10.

8. Appletree Update.

Flu Clinics have run smoothly, with one last clinic on Saturday 8th October. There has been a good take up. SWL thanked members who had helped with car parking and manned the PPG stall.

Issues with Medical Records and Capita. When people change practice their paper records go through a 'clearing house' process. Until recently this task has been undertaken by NHS Shared Business Services but has now been out-sourced to a private company Capita. This has led to a back log with some records taking months to get to the new practices where they have to be inputted by hand. There is concern that this could compromise patient safety because of the gap in information.

9. CQG Inspection.

After giving a background picture of how the inspection was undertaken SWL gave a Power Point presentation to high light the key findings of the report. While the overall grade was Good it was evident that much of what the team members saw and heard was deemed to be Excellent. A link to the full report is available on the home page of the Practice web site: . <http://www.appletrreemeds.co.uk/>. The PPG offered congratulations on the result of a well-earned result.

NB The CQC report noted that all the staff were well informed. SWL reminded the PPG that the monthly closure which takes place on a Wednesday afternoon until 4. 30 p.m. was Protected Training Time for the whole team.

10. Duffield Parish Council “Plan for the Elderly”

Feedback from meeting Sept 28th: John Raw gave a detailed report on the complex and evolving project coming from the Duffield Parish Council “Plan for the Elderly”. The PPG was represented at the meeting of 28 September by JM and David Nove. The next meeting is on when it is hoped to move forward on a Befrienders initiative aimed at the lonely and isolated in Duffield.

11 – Any Other Business:

There was clarification the no further help was needed at the Flu clinic on 8th October.

Elizabeth Reed reminded the meeting that we had proposed a possible Open Meeting at the surgery. Action: Agenda item for next meeting.

Date of Next meeting. Wednesday 29th November 2016.

Appendix I – Report of Carers’ Forum on Wednesday, August 10th 2016 at Appletree Medical Practice

The Forum was attended by 25 people, 12 carers, 1 cared-for plus Michelle Mellors, Kelly Meredith (Care champions), June Mendham (Care Co-ordinator), Lauren Pates (Alzheimer’s Society), David Nove (PPG Chair) and guests, Tanya Fletcher (occupational therapist) and Trina Hart(technical instructor) as well as Friends of Carers - John & Margaret Raw, John Beavis, Elena Whinfrey and Elizabeth Reed.

Margaret Raw welcomed everyone, including a new carer to the Forum, speakers Tanya Fletcher and Trina Hart and Lauren Pates, who will speak about her new role at the October Meeting.

Apologies were sent from 3 carers unable to attend. Everyone was reminded of fire drill and the confidentiality of these meetings. Helen Speake sent her thanks for her retirement card and flowers, wishing the Forum every success in the future. Kelly Meredith is her replacement.

Orders for doorbells for the ‘Hard of Hearing’ given to Elizabeth Reed. Please email me if anyone else wants one (they are free) - emraw6@gmail.com

Tanya Fletcher(OT) & Trina Hart (IT) based at Babbington Hospital spoke about their work.

1. A Professional Service called The Single Point of Access - 01773 828700 for those in Amber Valley and Derby City - 01332 258258. They deal with patients who are Registered with a local GP, over 65, not an emergency but could benefit from urgent multi- disciplinary support. Can self refer.
2. Help is given for up to 6 weeks,(budget limited) which as one carer pointed out can cause problems when the whole process has to be recommenced.
3. Problems are dealt with individual’s personal needs whether mobility problems or the installation of appropriate equipment. Omissions are looked for by the Service experienced by patients. There cannot be dual treatment from 2 sources.They work with Social Services, GP Practices and have links with Care Co-ordinators. June Mendham is ours at the Appletree Practice - 01332 842288
4. When Carer or Cared -for falls - phone 999. Do not attempt to help the person up if unable to do so for themselves. There is a danger of damaging the helper’s back or not recognising any broken limbs. Two thirds of calls are for falls.
5. Spread the message about the range of services given, for it often helps stop admissions to hospital and/ or A&E.

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In association with Appletree Medical Practice
Duffield, Derbyshire

Lauren Pates - Alzheimer's Society

Lauren reiterated that she had had positive experiences from this Service and can help put anyone through referrals. She will speak about her new role at the next meeting.

Feedback from other Meetings and A.O.B.

1. Home Care - Provision is variable: links with hospital and home uncertain when patient discharged and the value of a friendly phone call from the Practice would be appreciated.
2. The problem of hearing - special phones to suit your hearing problems can be obtained from CAMTAD at the Community Hospital, London Rd, Derby - 01332 258143
3. Seeing GPs - It is important to see the most appropriate person. There are problems recruiting GPs from medical students, more nurses are doing extra training. 'Are you seeing the most appropriate clinician?' leaflets available at the surgery were given out at the meeting. Receptionists are trained to ask questions to direct you to the most appropriate person. Missed appointments are mainly with nurses.
4. June Mendham spoke to a new carer about his problems on a one to one basis.

The next Carers' Forum is on Wednesday, October 12th 1pm - 2:30pm at Appletree Medical Practice. We hope to have dieticians at the next meeting.