

COMMUNICARE

Wansford & Kings Cliffe Patient Participation Group

Minutes of General Patients Meeting held at Wansford Surgery – Tues 26th November 2019

Present: Rev D. Parkes (Chair) Mr D. Hellard (Vice-Chair) Mrs L. Freeman (Treasurer) Mrs W. Spencer (Secretary), Mrs H. Gough, Mr P Philipp, Mrs V Thorley, Dr A. Takhar, + 3 patients

Apologies: Dr R. Nally, Mrs C. Wagstaffe, Mrs K. Lawes (Practice Manager), Ms Annette Johnson (Assistant Practice Manager), Mrs J.Clark (Sec'y Oundle PPG), R.Winfrey,

The Chairman opened the meeting and welcomed everyone – he then introduced the guest speakers, Gillian Shadbolt from the Northamptonshire branch of 'Care & Repair', Alison Bourne, Manager of the Integrated Neighbourhood Project and Carol Gill, Practice-based Social Prescriber.

Although 'Care & Repair' is a national organization set up by Government in the 1980s with branches in various locations, Gillian explained that some of these are funded by local authorities, but the Northants one is independent and entirely self-funding except for occasional charitable donations. With a staff of five technicians they provide qualified help with most home requirements – visiting potential customers to give quotations and make assessments. In some instances clients can be directed to agencies who might provide financial assistance. The staff also work with both the police and fire service where high risk clients have been identified, and with other agencies in respect of the disabled and vulnerable. Although Northants based, work can be carried out cross border if customers are self-financing and there are also opportunities within the county for people to apply for some remedial and renovation work free of charge – gas central heating if your location is suitable, the property is without central heating and the person is on low income or in receipt of benefits.

Other services available which Gillian touched on are as follows:

NESS (Northamptonshire Energy Saving Service): Free of charge to those living in Northamptonshire. All ages, all tenures of property. Eligibility is low income or benefits. Service provides home warmth assessment and remedial measures in the home plus access to benefits support and tariff switching

Gas Safety Service: Free of charge to private homeowners living in Northamptonshire. Eligibility is low income/benefits OR having a long term health condition or disability. Provides gas safety check, servicing and repairs

Hardship Fund: Funds cost of small essential repairs for homeowners living in Northamptonshire.

(For the benefit of patients living in Cambridgeshire regarding a "Care and Repair" type service, it is noted that unfortunately Care and Repair doesn't operate in the county except in the East Cambs District Council area. However, Cambridgeshire District Council commissions Age UK to offer a "Handyperson" service which will carry out home safety checks, small works such as putting up grab rails or key safes etc. There is information on: <https://www.ageuk.org.uk/cambridgeshireandpeterborough/our-services/cambridgeshire-handyperson-service/> For larger works (ramps, wet rooms etc) there is an organisation called the Cambridgeshire Home Improvement Agency (CHIA). They can support people to apply for a Disabled Facilities Grant (DFG) - this is means tested but if someone has savings above the threshold they can still be supported by CHIA as a private client, where the CHIA will manage the project and then charge a fee for doing so. Information is available on their website: www.cambshia.org

Peterborough City Council runs a care and repair service, including a handyman service. It's very similar to Northants but is Council run rather than a separate organisation. All the information is on the PCC website, on the Adult Social Care pages.)

Alison then spoke about her new role which has evolved due to Government ruling on the setting up of Primary Care Networks thus resulting in groups of practices caring for up to 50 thousand patients. Wansford is now within a network along with Oundle, Yaxley, Fletton, and Whittlesey which also incorporates Stanground. The aim of this is collaboration and integration of services with particular emphasis on social care, falls prevention and reducing hospitalization - working with a multi-disciplinary team to co-ordinate care and support by all the various agencies both NHS and voluntary. The project is still in its initial stages – there is due to be a further updating session held in Oundle on 10th January.

Carol gave a brief rundown of her role within the community – no referrals are necessary to make arrangements for a consultation with her. She can then give advice on a wide range of matters including social benefits, transport, finances and activities – all these are geared to bring peace of mind to patients who may be suffering anxiety or low levels of mental health problems sometimes brought on by isolation and loneliness.

- 1) **Minutes of meeting 11th June 2019** - Agreed as true record
- 2) **Matters Arising:** Confirmed that equipment purchase sanctioned at that meeting has been executed and is now on site.

3) Finance

LF presented her report to the meeting:

Balance brought forward as at 31.7.19:	<u>£3535.13</u>
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Income:

Charifund interest	<u>£39.00</u>
	£3574.13

Expenditure:

Purchase of ear syringing machine	£ 145.80
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Balance carried forward as at 18.11.19 after cleared funds and u/p cheques	<u>£3428.33</u>
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Notes:

- (i) Above total includes Agreed Ring Fencing: Donation late Rosie McDonnell = £2000
- (ii) Further equipment already requested and sanctioned has been purchased but invoices are yet to be presented to the PPG for payment.
- (iii) It was agreed that Dr Nally would be requested to seek the agreement of donors of the ring-fenced monies that as the original idea of providing a sensory garden would now not be possible, the funds should be made available for other uses.
- (iv) It was confirmed that provision of an 'auditor' for the annual accounts had been secured.

4) Practice Update

Dr Takhar spoke at length about his current 'sabbatical' from normal GP duties to devote his time to several on-going research projects with particular emphasis on revolutionary new concepts being trialed in connection with heart monitoring. In some instances the practice gets the opportunity to test out new equipment on actual patients without any financial implication. This leading role which the practice enjoys has been recently acknowledged by the industry and resulting new innovations as they will hopefully come on stream will be of enormous benefit to all patients. The Practice has just been awarded the accolade "Research Practice of the Year" by the Royal College of Physicians; over the last 20 years it has been involved in 60 research studies involving 1500 patients. This research also results in a 'spin-off' of improvement in quality for the Practice's patients.

6) AOB:

- i) It was noted that an international meeting of PPGs will next year take place in Edinburgh in June – possible representation might be considered.
- ii) The Chairman drew patients attention to the current consultation being carried out under the banner of 'The Big Conversation' – this concludes on 20th December but forms are still available in the practice or participants can go online : www.bit.ly/NHSBigConversation
- iii) It was noted that the flu clinic at Kings Cliffe was cancelled regretfully at very short notice due to staff shortages – the Practice apologises to patients who attended fruitlessly and a new date will hopefully soon be announced.

Date of next meeting:–Tuesday 31st March 2020 at Wansford Surgery at 6.30pm

The Chairman thanked all for attending and closed the meeting at 8.00pm