



Wolstanton Medical Centre – A Keele Academic Practice
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Wolstanton Medical Centre Patient Participation Group



Monday 23rd July 2018, 2pm
Room 3, Bradwell Lodge, Bradwell Lane, Porthill, ST5 8PS

Minutes

Present: John Maddison (Chair, JM), Margaret Bowers (MB), Jacquie Byrne (JB), Lynne Cooper (LC), Julie Hammersley (JH), Sarah Lawton (minutes, SL), Eileen Schofield (ES), Jo Webb (JW), Jim Wood (JWo), Mary Wood (MW) and Janet Wright (JWr)

Apologies: John Cooper (JC), Caroline Gray (CG), Julia Stanway (JS) and Sally Wrench (SW)

2. Minutes of the last meeting

The minutes of the last PPG meeting were accepted as an accurate record.

3. Action points and matters arising

New members were warmly welcomed to the PPG Group.

Existing members confirmed they are receiving NHS Membership Letters from Sandy Turner (ST, PPG Virtual Member).

All actions from the last meeting had either been completed or are discussed further below.

4. Items for discussion

a. Guest: Julie Hammersley, Information/Young Carers Officer

JH was welcomed to the group as a new PPG member and also informed the group about her role as Information / Young Carers Officer for North Staffordshire Carers Association (NSCA).

NSCA cover the whole of North Staffordshire, supporting informal carers from the age of 8 upwards, offering various support to them. They are based at Duke Street, Fenton, S-o-T. Support available includes; Support worker – evening/1:1/group sessions; Social groups; 1:1 – home visits with the development of a holistic support plan; complimentary therapies e.g. reiki, reflexology, massage; Fish & Chip club; social events; Support groups - Fibromyalgia Group, Brain Tumour Support Group, Cancer Survivors Group; and they are a Hub of information for carers.



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12% of school children are young carers. To support the young carers, they have started a Musketeer project which provides; 1:1 counselling; emotional wellbeing; activities for children; and school awareness sessions.

They receive no statutory funding but are supported from various grants to include; National Lottery, Lloyds Foundation; and So Well. They also run various fundraising activities. They have recently held a Ball at Keele Hall and are doing a sponsored Dementia Walk in September.

JH informed us that there are 6K carers on their database with approximately 59K carers across S-o-T in total. £119bn is saved by the government from the work that carers do!

Thanks were provided to Julie for providing us with this insight and the work they conduct was acknowledged as invaluable. ES informed that she had been in touch with NSCA over 30 years ago and was pleased to hear how well the NSCA had developed since then. JM felt that Keele PPIE team could visit the NSCA for possible new members.

Action 1: SL to put Keele PPIE team in touch with JH

b. PPG Advertising

The advertising documents for the PPG group SL had circulated prior to the meeting were tabled for discussion. SL thanked all members for the feedback she had received on them.

SL confirmed that actually they had been displayed prior to the meeting and JW confirmed that patients had been picking up the leaflets. The traffic light poster and leaflet was preferred by the majority and it was also agreed that a sign up slip on the leaflets was required, for people to express an interest in becoming new members.

SL agreed to re-draft a generic poster which could be used as a standard display at the practice and to develop some leaflets and reply slips.

Action 2: SL to re-draft PPG posters and leaflets.

c. Patient Information

The document SL had circulated prior to the meeting on healthcare roles was tabled and discussed. All were in agreement that this would be helpful, to use as patient information available in the waiting room. Everyone was happy with illustrations and simple explanations provided. More development is required on this document. SL asked that everyone read through the information and to feedback any comments. In addition, SL asked that members compile a list of 'terms' that they felt patients would like explained as after the Healthcare roles explanations, it was agreed that we would compile a glossary of terms.



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Action 3: ALL to review and feedback any comments on the Healthcare Roles document and to compile a list of terms requiring explanation.

How we would display patient information was discussed. SL updated the group that a screen was to be purchased for the main waiting room, which could display some of this information. In addition, a grant is in development for the funding of additional screens for the other two waiting rooms.

SL informed the group that the practice would be having automated check-in screens too, hopefully installed in the autumn.

The group also discussed the idea of the main waiting room having a PPG information area.

d. Application ideas for Newcastle Borough Council 'Benefit the Community' funding envelope

JC was to provide the group with further information about how to apply for the potential pot of funding available. JM agreed to chase JC for application eligibility criteria. JH noted that the information would probably be available on the Council website.

SL agreed to review and look at drafting an application for the purchase of additional patient information screens which could also advertise council services.

Action 4: JM and SL to seek the Council application for funding form. SL then to draft.

e. PPG Terms of Reference

SL discussed the new GDPR legal framework that sets guidelines for the collection and processing of personal information of individuals. Related to this, SL discussed formalising how we store PPG member contact details and how they are processed appropriately. SL agreed to draft a TofR for circulation and sign up by the group, which would outline the remit and operational details of how the group would run, and include how we plan to ensure we adhere to the new legislation.

Action 5: SL to draft a PPG Group Terms of Reference.

5. Update on Academic General Practice & Keele University

SL updated the group on the development of the academic practice, to include; the automated check-in screens; the starting of a Wellbeing Practitioner and an academic physiotherapist at the practice; and the development of funding applications to improve the practice infrastructure.

6. Correspondence received



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See item 8.

7. Update from the practice

LC and JW provided the group with a practice update.

Doctors

- Dr Abi Nguyen has returned from mat leave.
- Dr C Burton will be returning from mat leave in November.
- Dr Starla Yarde will be going on mat leave in November.
- Dr Asagwara, aka Dr Chucks is a locum GP who has joined for a few months.
- Dr Mark Shapley retired on 30th June after 34 years and the practice has a new partner, Dr Andrew Davy, who is a specialist in emergency care.

LC explained that the practice is looking at altering the main entrance to prevent the 'wind tunnel'.

A new practice letterhead is in development and soon to be released.

The practice will need to provide an 8am – 8pm service from September 2018. LC to provide a further update on how this will operationally work at the next meeting.

LC also announced that she would be retiring from the practice in March 2019, after 25 years.

8. Reports from Patients Congress and Locality Group Meetings

ST circulates the 'Our NHS' Membership newsletter. Members can now obtain their own copy of this newsletter by signing up to receive it here;
<https://www.northstaffscg.nhs.uk/get-involved/membership/membership-form>

Next locality meeting is August 2018.

9. PPG Newsletter

Possible content for the next newsletter was briefly discussed. It was noted that it would be good to feature the work of Breath Easy and NSCA support groups within it.

10. Any Other Business

JM highlighted the WMC PPG membership of the National Association of Patient Participation Groups. JM to ensure the continuation of this membership.

11. Date, time and location of next meeting

Monday 10th September 2018, 2-3pm, Room 3, Bradwell Lodge.