

# The Hawthorns Surgery

Minutes of Patient Participation Group Meeting  
Friday 24 January 2020

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Present: Dr Pat Clarke, Karen Hipkiss, Jo Goodwin, Sheila Try, Rod Evans, Teresa Monteiro, Tony Cooke, Amanda Hume, Margaret Robinson

Apologies: Margaret Campbell, Yvonne Brown, Delyth Perks, Tony Cannon, Jacquie Walker

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## **MATTERS ARISING:**

- **Telephone Consultations:** This is currently on hold until new computer system implemented and fully staffed with Doctors.

## **PRACTICE ITEMS:**

- **Decorator:** The internal building is being completely redecorated at present. Apologies for any inconvenience this may cause.
- **Social Prescriber:** Gita has been appointed by the PCN and she will be attending the next PPG meeting to discuss services offered.

## **PATIENT ITEMS:**

- **Dr Divall Replacement:** A new male GP has been appointed and will start on the 24 February 2020. Dr Alexander Alex will now look after Dr Divall's patient list.

## **CARERS UNITED:**

- Bobbie Duggan the Manager from Carers United attended to discuss the services offered.

Carers United are a charity based in Farthing Lane, Sutton Town Centre. They provide information and advice to Carers and family members. There is an Advice Drop In Café held every Friday where Carers / family members can get help in completion of forms for benefits, get legal and housing advice etc.

A Carers Café is held twice a month at the United Reform Church in Sutton Town Centre. These sessions can include exercise classes for Carers and in some cases the people who are being cared for attend, it is usually a seated exercise class to music which lasts approximately 1 hour and then time is available to a cup of tea and chat with any of the volunteers to help Carers out where needed.

It is hoped that GP's can help identify more Carers as historically Carers do not take full care of themselves as their main priority is the person they Care for. It is hoped that there will be a GP Lead within the surgery, not necessarily a clinical member, who would work with Carers United regarding the services available. A GP toolkit is available with information to help identify Carers and with the permission of the patient they will be referred to Carers United who will contact them and advise them of the services available. In most cases, Carers are not aware of some benefits available to them.

In some cases, patients do not identify themselves as a Carer if they look after their wife / husband but there may be services available to them and where to go to access them.

Support is available to Carers who have recently lost the person they cared for.

Flyers / leaflets will be displayed on Notice Boards in Surgery.

Bobbie advised that the Surgery has been proactive with Carers United and she has had a meeting with Gita, the PCN Social Prescriber, to see how they can work together.

A question was asked as to whether they can go out to see carers in the home as, in some cases, they are unable to leave the person they care for. This is something that can be done where needed.

**ANY OTHER BUSINESS:**

- Dr Clarke has a patient who is interested in joining the PPG. In the first instance this patient should be directed to Jackie/Karen for an application form.

**Date of Next Meeting – Friday 24 April 2020 at 1.00 pm**