



## **PPG Meeting**

**Date:** 17 November 2022

**Venue:** Kingsmead Medical Centre Meeting Room

**Present:** Norma Broadhurst, Ellie Thomas, Mo Morron, Les James, Eva Grice, Sophia Sampson, Lindsey Stott, Mandy Skelding-Jones, Lee Brown.

**Apologies** Valerie Mais, Beth Hanson.

### **1. Introduction**

Lee volunteered to chair and welcomed the speakers to the meeting.

### **2. Role of Care Co-ordinators**

Sammy Mainwaring and Milly Harvey outlined their backgrounds. Sammy had been in post for 18 months, Milly for 6 months. Prior to taking up post both had backgrounds in nursing and patient services. Sammy's training had included induction on the services the Practice wanted to prioritise and attending learning and development meetings for Care Co-ordinators. Milly's training had been more structured. She had been provided with a mentor and more formal training opportunities.

Sammy and Milly work with patients and their carers referred by Danebridge medical professionals who are identified as requiring non-medical, social support to fully recover their well being. Their role involves developing personalised plans based on understanding the complex interplay of problems unique to each individual and working with them on what help and support is needed to improve the patients' experience and clinical outcomes. By working in a multi-disciplinary way with a range of providers in the community Care Co-ordinators provide a resource to tackle social determinants of ill health e.g. lack of access to heating and hygiene, housing issues, benefits.

Sammy and Milly receive around 20 referrals a week of vulnerable patients. Monthly meetings under the Gold Standard Framework involving GPs, specialist charities and other professionals take place to review the interventions and support being given.

Since the role started over 400 patients have been on their case load. Their performance is measured by, among other things, the patients' outcomes and the reduced demand on GPs and other medical professional time. Sammy and Milly anticipate demand growing and more intensive work being needed to provide support as reductions in funding impact on other providers of social and welfare support.

Their own pastoral care comes from their line manager and from mutual support to each other. National and local meetings of Care Co-ordinators also provides support, as well as learning and development opportunities.

PPG thanked Sammy and Milly for their very informative presentation.

### **3. Age UK Update**

Lindsay Manford, Service Manager, Age Concern Cheshire West, told PPG that her role involved managing a portfolio of contracts funded by CWAC, PCN, National Lottery, family trusts and donations. Her background was in Public Health. She has worked for Age UK for 9 years. Age UK Cheshire is an independent charity which has a brand partnership with national Age UK. This means it has its own fund raising activities and shops. Independence means it can tailor its approach to the needs of local communities while having access to supporting material from Age UK.

The services it provides depend on the funding it gains. The last two years have been difficult. Contracts have gone to national organisations and the workforce has reduced from 120 to 50 as services have been scaled back. The team is now home working and two buildings have been given up. Their head office is in Castle Community Centre. Post-pandemic they aim to rebuild services.

Currently contracts to deliver the following services:

- 1) “Safe at Home” – A fall prevention service, funded by CWAC, for people over 65. Fall Prevention Coordinators provide home assessments to identify risks and how to manage them. Onward referrals can be made to Occupational Therapists. Additional funding is available for aids and adaptations, e.g. handrails.
- 2) “Connect All” Project to utilise volunteers with IT knowledge to:
  - a) Give guidance and support in safely and productively using loaned iPads to meet individuals’ needs. Advice can also be given on purchasing appropriate IT. This service is funded until March 2023
  - b) Computer Service for people who have IT devices e.g. SMART TVs and need support to make best use of them

A drop in Cafe is run in Castle to give advice to clients on the use of mobile devices.

- 3) “Sharing Time” – phone based befriending service to tackle isolation. There are 70 Volunteers contacting 90 people each week. Volunteers need to provide references and are given training by National Befriending before being matched with clients. This is funded internally.

- 4) "Bright Memories" activity groups for people with early onset Dementia is delivered from Castle on Monday, Wednesday and Fridays. The groups last all day and give carers respite while stimulating attendees. There is a fee for attending.
- 5) "Independent Living" – Adult Care Services refer people who have to fund their own care for advice on developing care packages. They also provide support to families who want to use funding to directly employ carers.

In addition to these services they have contracts to take referrals from medical professionals of people with dementia and geriatrics to reduce hospital admissions.

They will also be the delivery partner for CWAC for the Household Support Fund that will dispense government funding for the "cost of living crisis" to the most vulnerable. This will run till March 2023.

Answering questions Lindsay said that winning contracts was highly competitive and specialist skills were needed to write bids. The process from bidding to award could take 8 months with no guarantee of success. This meant flux and uncertainty needed to be managed.

As an organisation they were always seeking to replenish the pool of volunteers. Mo offered to inform students at SJD of the opportunities to volunteer.

PPG thanked Lindsay for her highly informative presentation and Ellie for arranging it.

#### **4. Practice Update**

- i. A new GP had been recruited and will start in the New Year.
- ii. The training model for new GP entrants has changed. This has doubled the number of trainees the Practice has to manage and so impacted on resource utilisation.
- iii. Two GPs have had to take emergence leave. This has reduced the number of routine appointments available.
- iv. The Community Pharmacy Scheme has had some initial teething issues. PCN is seeking resolution of them with the Commissioners.
- v. 55% of eligible patients received their Flu vaccination.

#### **5. Patient Feedback**

- i. The Practice Pharmacy team were praised for their approach.
- ii. PSCs at Kingsmead were praised for their sensitive handling of irate patients unable to get appointments.
- iii. The impact of being unable to get an appointment with a GP to discuss a consultant's letter advising onward referral was discussed. Advice was given on how to resolve the situation.
- iv. The logistical problems encountered at the 8 October Flu clinic were described. In particular, the plight of a couple with severe mobility issues was highlighted. Mandy and Lindsey gave the background to the logistical issues and apologies for the

problems it had caused patients. Mandy also outlined how people with disabilities should have been treated.

**Next Meeting**

19 January 2023