

## Patient Participation Group (PPG) Meeting held at The Stag Medical Centre

Minutes of the Meeting 16<sup>th</sup> May 2013

### Present:

Tracy Ingram  
Chris Thompson (Practice Manager)  
Gill Stokes  
Pippa Harder  
Jackie Houghton  
Christine Pigg  
Len Wilson

Jenny Drew (Chair)  
Kath Perry (Vice Chair)  
Elaine Laurie (Secretary)  
Iris Wilde  
Andrea Hargate  
Heather Hind

### Apologies:

Peter Appleby  
Tony Drew

### Abbreviations used:

Care Quality Commission	CQC
Clinical Commissioning Group	CCG
Clinical Reference Group	CRG
National Association of Patient Participation	NAPP
Rotherham, Doncaster and South Humber NHS Trust	RDaSH

### Visitors

Su Lockwood Rotherham Clinical Commissioning Group Lay Representative

Barbara Bartle (PPG member Broom Lane Surgery)

### 1.0 Welcome and introduction

1.1 Jenny welcomed visitors Su Lockwood Rotherham Clinical Commissioning Group lay representative and Barbara Bartle member Broom Lane Surgery PPG as well as our group members. Apologies were noted.

### 2.0 Group Business

2.1 Minutes of the last meeting held 25<sup>th</sup> April were approved.

2.2 Matters arising

Jenny apologised for misspelling Pippa's name on the Agenda. It should have read Pippa Harder.

- Kath Perry agreed to explore suppliers of chair raisers locally. Jenny thanked her for taking this forward.
- PPG members agreed to approach their local contacts to invite them to participate with the art work for surgeries.
- The handy man has yet to reposition the hand sanitizer at Rose Court.
- Prescription ordering for holiday supplies is still to be sorted. It is a Systemonline issue so will require discussion with them.
- Further disabled parking is unable to be provided.
- Chris has been asked to provide the Partners with an actual estimate of cost for the opening mechanism for the inner doors at both surgeries.
- Chris agreed to ask Dr McWhinnie how the PPG would access the photographs he had agreed we could put on canvass for the waiting rooms

3.0 The Spring/Summer Newsletter is now in print. Elaine and Kath had delivered them to our local links. Chris complimented all who had contributed to the newsletter.

#### 4.0 Carers' Corner Developments

Heather Hind fed back about the latest developments that she, Pippa Harder and Jackie Houghton had done in relation to setting up Carers' Corner at both surgeries. She reported back from their visit to Carer's Corner in the town centre on Wednesday 1st May and stated she had organised the use of a table from Jeanette Mallinder, an official at Rotherham Carers' Corner for Rotherham Carers' Week 10<sup>th</sup> to 16<sup>th</sup> June. Jenny agreed to liaise with Helen Wyatt from NHS Rotherham PPG Network to invite other PPGs to join Heather at this table. Heather also suggested getting 'Cross Roads' to attend to give information on help available.

Chris asked members of the sub-group to liaise with Andrea Hargate instead of him, about the resources such as notice boards, furniture and display racks as there had been discussion of where it could be sited at Rose Court and Andrea had advised. Jenny had previously met with Chris Thompson to identify where the Carer's Corner would be sited at the Stag surgery. Heather Hind was at the surgery at the time and agreed on the site of the Carers' Corner notice board as there was already one in situ and it was also a corner of the waiting room that had sufficient space as there was no seating in that area.

Heather stated that carers should be tested by GPs for signs of depression. It was also suggested that the Carers' Corner could do with a room to help carers with perhaps a cuppa and an informed chat with PPG members to help. Chris stated we may be able to use the upstairs room. However, Jenny suggested we have a way to go before that sort of event could happen as this is likely to involve special training. She reinforced that Chris had requested the PPG formed a Carers' Corner for the following reasons:

- a) Signpost patients to the appropriate professional services at Drummond Street Rotherham with the use of the resources from Rotherham Carers' Corner delivered to the Practice in 2012.
- b) Most importantly give them the telephone contact number.
- c) Encourage patients who are carers to notify the Practice by directing them to a receptionist at either surgery so that they can complete the required form to register as a carer with the Practice.

An example of the form in use at both surgeries was presented and kept by Heather Hind.

At this point Jenny clarified with Heather and the rest of the group members that there were two different things happening:

1. Rotherham Carers' Week 10<sup>th</sup> – 16<sup>th</sup> June

2. PPG Awareness Week 1<sup>st</sup> to 8<sup>th</sup> June where the Carers' Corner would be launched – **see notes from PPG Awareness Week 3rd to 8th June 2013 (attached)**

**Notes from sub-group meeting held at Stag Medical Centre on Thursday 9th May 10am**

**Present**

Elaine Laurie  
Iris Wilde  
Pippa Harder  
Kath Perry  
Jenny Drew

**Apologies**

Christine Pigg  
Jackie Houghton  
Len Wilson  
Heather Hind

- Heather and Jackie had given their apologies and everyone who was at the planning meeting including representation from the Carers' Corner sub-group, agreed that it was appropriate to launch the Carers' Corner during that week as there would be a presence at both surgeries by members of the PPG.

- Posters had been done by a representative of the Carers' Corner sub-group and these were presented at this meeting (16<sup>th</sup> May 2013). All members agreed these were ideal and Chris agreed to photocopy them in A4 as this would be the easiest, ready for the PPG Awareness Week and the launch of Carers' Corner.
- A flyer publicising the forthcoming Carers' Corner had previously been put on the Carers' Corner notice board at the Stag Medical centre in the presence of Heather Hind and Chris Thompson.
- As agreed, a Carers' Corner tab had been put on the PPG section of the Practice website with a link to Rotherham Metropolitan Borough Council 'Where everyone matters' which also links to other supporting websites to assist carers.
- As agreed an entry on the Facebook page had also been made announcing the PPG Awareness Week 1<sup>st</sup> to 8<sup>th</sup> June and the launch of Carers' Corner at our Practice.
- Barbara Bartle commented whether there is any help for people who can't read or understand the language. Len Wilson offered to be a reference point if the Practice requires it. To date the patient profile doesn't identify patients with those needs.

Following on with the PPG Awareness Week theme, at this juncture Jenny tabled the PPG Awareness Poster for the event and presented it to the group as this would also be an opportunity to provide some health promotion facts about healthy eating and drinking. She explained she had managed to obtain on loan some display boards from NHS Rotherham Knowledge Services Library and whilst visiting had discovered there were many resources the PPG could use for events such as the PPG Awareness Week. This was met with mixed views and after debate was put to a vote as to whether we offer a health promotion aspect to that week. The decision was 'no' but we should consider it near Christmas where we could do something on Healthy Drinking. The display boards were to be used at both surgeries for a poster display on the CQC GP Practice Inspections which had been agreed at the PPG Awareness Week Planning Meeting (**please refer to the notes of meetings attached**). Jenny agreed to amend the poster for display at both surgeries.

## 5.0 Admiral Nurses Development – Len Wilson

- Len Wilson fed back on the meeting with members of the Rotherham CCG and CRG, Dr Byrnes and Dr Kate Russell on May 15<sup>th</sup> to discuss the development of Admiral Nurses in Rotherham.
- A meeting has been arranged for 28<sup>th</sup> May at Cedar Court Hotel Wakefield where an Admiral Nurse will explain the role, Ted McGuinness, the pioneer for Admiral Nurses through Dementia UK, will give advice on how to create this service and Jean Totty of Carer's United will explain her role.
- Len Wilson would be attending the meeting along with David Coldrick who has done some research into the number of families supporting people living with dementia.
- Dr Byrnes and Dr Kate Russell members of the Rotherham CCG and CRG were also attending this meeting.
- Su Lockwood and Len were to meet to prepare prior to this meeting in relation to how as a PPG we could submit a proposal to the CCG for the funding of Admiral Nurses
- Jenny thanked Len for the progress report. She informed the meeting that she had raised this issue at the Rotherham PPG Network meeting on Wednesday 17<sup>th</sup> April at Rotherham Town Hall.

- The next Rotherham PPG Network Meeting will be held at Rotherham Town Hall, John Smith's Room at 5.30pm (sandwich refreshments provided) for 6pm on 4th July 2013 where it is hoped that Michael Morgan, interim chief executive of Rotherham NHS Foundation Trust, will be in attendance to answer any questions from PPGs in Rotherham.

#### **6.0 Tony Drew – Website.**

The staff page will be updated in line with the Spring/Summer Newsletter. The Facebook page is now advertised on the PPG notice boards and in 'Stop Press' in the Newsletter. The new home page will be uploaded along with other useful contacts tab in the near future.

#### **7.0 News from Practice.**

Chris had nothing to report.

#### **8.0 Any other business**

Jenny apologised most profusely that she had omitted to introduce Andrea Hargate, the receptionist supervisor to the meeting.

Jenny had sent further information out the N.A.P.P. Patient Participation Awareness Week 3<sup>rd</sup> - 8<sup>th</sup> June, electronically and a sub-group had been formed to organise events for the week in the surgeries (**please refer to the notes of meetings attached**).

#### **9.0 Next meeting 20<sup>th</sup> June at 6pm at the Stag medical Centre.**

Our visitors thanked us for our hospitality

Meeting closed at 7.15pm