

Patient Participation Group Meeting held at The Stag Medical Centre

Minutes of the Meeting 25th April 2013

Present:

Tracy Ingram
Jenny Drew (Chair)
Tony Drew
Peter Appleby
Iris Wilde
Hazel Kinsey
Jackie Houghton
Christine Pigg
Heather Hind
Len Wilson

Visitors

Jan Frith (Practice Manager Morthern Road Surgery)

Alan Garbutt (PPG Chair Morthern Road Surgery)

David Coldrick (PPG Swallownest Surgery)

Apologies:

Kath Perry (Vice Chair)
Elaine Laurie (Secretary)
Gill Stokes
Sandria Gilling
Pippa Harder
Chris Thompson (Practice Manager)
Eileen Brooks (Publicity)

1.0 Welcome and introduction

1.1 Jenny welcomed visitors Jan Frith and Alan Garbutt from Morthern Road surgery PPG and David Coldrick from Swallownest PPG as well as our group members. Apologies were noted.

2.0 Group Business Matters arising

2.2 The Partners have declined the request for a fish tank for the surgery.

2.3 The quote from Wilmott Dixon for the provision and fitting of 7 chair raisers was £831.67. This was declined by the Partners. Jenny has sourced another provider and it has been agreed to trial one set of chair raisers at a cost of £26.82 and we can fit them ourselves. We are awaiting delivery.

2.4 Chris has obtained agreement with the partners about the art work costs for Stag and Rose Court Surgeries. He would like one wall at each surgery to be available for artists to help children and young adults to paint murals relating to health. PPG members will approach local Primary and Secondary schools to invite them to participate.

3.2 Proper fixing by the handyman of the suggestion boxes is still awaited.

2.3 Second GP Practice Survey action plan progress

- 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 System One issue so will require discussion with them.
- Further disabled parking is unable to be provided.
- Chris has yet to obtain agreement with the Partners for the opening mechanism for the inner doors at both surgeries to be done.
- Dr McWhinnie volunteered to supply some of his photographs to be placed on the walls of the surgeries. The PPG were very grateful for his generosity.

8.0 The new GP partner Dr Sally Barnes has joined the practice on the 18th February and is specializing in baby clinic work. This should read 'The new GP partner **Dr Sally Bell** has joined the practice on the 18th February and is specializing in baby clinic work

3.0 Publicity Jenny Drew on behalf of Eileen Brookes

- The Spring/Summer Newsletter draft was presented.
- The group agreed the content and that it should be ready for publication in May.

4.0 Carer's Corner Developments

Pippa Harder, Heather Hind and Jackie Houghton agreed to be responsible for setting up Carer's Corner at both surgeries. Heather suggested that the Carer's Corner ought to be somewhere where patients could meet up and support each other in relation to resources and sign posting to the Town centre Carer's Corner to register for specific help and assistance for example benefits. Pippa was in favour of supporting patients who care for someone with mental health issues who needed support but wanted to remain at their local surgery where they could be guided and supported by people they know as opposed to having to go outside their own surgery to centres and strangers unknown to them. PPG members fully agreed with these ideas and suggested we help people with support for caring for people living with Dementia and mobility problems. It was decided we should publicise Carer's Corner in the following ways:

- PPG Website
- PPG Notice board
- PPG Facebook
- On the prescription header
- Produce a 'Flyer'

Jenny stated a Flyer' would be designed and a notice would be placed on the notice board. She also stated the next patient survey should be to identify carers in the Practice and for a Practice Register be drawn up.

The group supported this suggestion and Tracy Ingram; Assistant Practice Manager agreed this would add to the Register already in place. Everyone agreed there are likely to be more patients who really don't identify themselves as carers.

Heather, Jackie and Pippa were going to Carer's Corner in the town centre on Wednesday 1st May to a drop in session to find out how it is run. They will report back to the group at the next meeting. Jenny had previously met with Chris Thompson, Practice manager to identify where the Carer's Corner would be at the Stag surgery and has yet to identify where it would be at Rose Court. The three of them agreed to take on discussions directly with Chris as to the on-going developments, placing of notice boards, necessary signage and sighting of furniture for resources.

4.1 Dementia UK and Admiral Nurses – Len Wilson

Len Wilson and David Coldrick have done a lot of fact finding work for the Rotary Club of Rotherham in respect of the provision of Dementia care and support of Admiral Nurses who work in the community.

- Len has contacted a wide range of people and organisations and established that the work of an Admiral Nurse would complement the work already being implemented in Rotherham.
- The chair of Rotherham, Doncaster and South Humberside NHS Trust (RDaSH) is looking at the possibility of integrating Admiral Nurses into RDaSH.
- Len is contacting Ted McGuinness, the pioneer for Admiral Nurses through Dementia UK; Ted gives advice on how to create this service. From what he has learned Len says it needs £40,000 to 'prime start' an Admiral Nurse. There is a possibility that this could be provided the through the St John's Hospice Charitable Fund.

- Contact is also being made with Jean Totty of Carer's United.
 - If it is felt that these nurses should be based in a central location, office space is available at Phoenix Enterprise on Vicarage Lane or at the MIND offices in Rotherham.
 - The only Admiral Nurses in the area are based at Kirklees (4) and Hull (?)
 - Len and David are meeting with members of the Rotherham CCG and CRG, Dr Byrnes and Dr Kate Russell on May 15th to discuss this further. Len will feedback at our next meeting on the 16th May.
- Jenny thanked Len and David for the progress report. She informed the meeting that she had raised this issue at the Rotherham PPG Network meeting on Wednesday 17th April at Rotherham Town Hall.
 - She also informed the group that the next Rotherham PPG Network Meeting will be held at Rotherham Town Hall, John Smith's Room at 6pm on 10th 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.

5.0 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 before the next meeting on 16th May.

6.0 News from Practice.

News from the Practice had already been incorporated in to Matters Arising after Jenny had met with Chris. Tracy confirmed this.

7.0 Any other business

Peter Appleby raised the issue that the Repeat Prescription guidance on the website is confusing. It refers to ordering repeat prescriptions on line and goes on to describe submitting repeat prescription counterfoils in the next sentence. Tony will make the amendments and rectify this.

Jenny informed the group about the N.A.P.P. Patient Participation Awareness Week 3rd - 8th June. A resource pack had been provided. Jenny will send further information out about this electronically and request a sub-group be formed to organise events for the week in the surgeries.

Jenny read out the 'Tell us what you think' suggestions (see Appendix 1 for suggestions and responses). These will be put on the PPG notice boards at each surgery.

The practice is now registered with the Care Quality Commission (CQC) and will be inspected at some point in the future.

Information about the profile of the practice can be found in the CQC Directory of GP practices at www.cqc.org.uk/directory/1-199713203, and further information will be available in each surgery. Chair Jenny Drew has worked with the CQC to produce A Quick Guide to Inspections and what to expect which is currently being piloted before being distributed to surgeries nationwide

8.0 Next meeting 16th May at 6pm.

Our visitors thanked us for our hospitality and from Morthorn Road surgery we were invited to join forces with PPG activities.

Meeting closed at 7.15pm