

## Caythorpe & Ancaster Medical Practice Patient Participation Group

Notes from meeting held 28 September 2016

Present: Elizabeth Cole (Chair), John England (Vice Chair), Dr Boyd Gilmour, Sadie Marshall, Doug Vince, John Rose, Adrian Down, Alison Nash, Claire Gasson & Kate Holley (Secretary)

1. Apologies: Jim Malloch , Nicola Richardson
2. Claire Gasson (Care Coordinator) and Alison Nash were welcomed and introduced to the group
3. Conflicts of interest declaration – as previous, Doug Vince's wife is an employee of the Practice.
4. Minutes & Matters Arising from the meeting held 26 July 2016

Item 4 – letter to Totemic thanking them for funding the newsletter had been circulated.

Item 6 – Friends & Family feedback had been circulated as requested. **Action: It was agreed that Adrian would share future feedback with the group.**

Item 7 – Presentation slides had been circulated as requested. Presentation had been made to the September Practice training meeting and information has been included in Issue 7 of the PPG newsletter.

Item 10 – Due to fast moving nature of changes in healthcare, it was agreed that a list of changes would not be useful, however the PPG to be alerted by the doctors.

Item 11 – It was agreed that a briefing note is not currently required as there is sufficient information on the Practice website for potential new PPG members, however the Practice staff need to be made aware of the correct recruitment form required. **Action: Adrian to advise staff.**

John Rose & Doug Vince proposed and seconded the notes as an accurate record of the meeting. **Action: Kate to amend & send to Adrian for publishing on the website.**

5. Claire Gasson, Care Coordinator

Claire explained her role, who she works with, which includes those who live in care homes; who are housebound; receiving palliative care; suffering with dementia and other complex cases, usually identified by the GP. The aim of the post is to better coordinate the working of Social Services and healthcare, to keep people well in their homes longer and avoid hospital admission. Claire circulated a copy of a care plan and explained how it works. The funding for her role ends in March 2017 and statistics are being gathered to support continued funding. **Action: Claire to compile a list of useful information/contact details for the PPG and Practice to promote via the newsletter and electronic noticeboard. Information to include the Wellbeing Service, a list of care agencies, advice on choosing a care home and other information frequently sought from the reception staff. Suggestion made for Nikki and Claire to meet.**

6. (i) Grantham A&E night closure

Discussion of the closure and delivery of most appropriate care and expertise within Lincolnshire and the subsequent impact on and appropriate use of East Midlands

Ambulance Service. **Action: Adrian to ask Lincs SW CCG communications team for statement and advice to reassure Caythorpe & Ancaster patients.**

(ii) Healthwatch – As John R is no longer on the board of Healthwatch, he is to request a copy of the bulletin to be sent to Adrian. **Action: John Rose**

(iii) Friends & Family – as previously stated, Adrian will regularly send feedback to the PPG

(iv) CCG Patient Council – the next meeting is 30 September. Kate will attend and feedback to the group.

#### 7. Newsletter

Issue 7 circulated. Discussion regarding printing costs for full colour / black & white.

**Action: John E to contact Nikki regarding distribution of Issue 7. Nikki to notify members when support is needed to staple/sort copies for future distribution as help is available. Elizabeth to contact Totemic to negotiate funding options for 2017.**

#### 8. Virtual membership of the PPG and future action plan

Paper circulated prior to the meeting on topic of virtual membership. It was decided that the list of previous virtual members held by Practice might no longer be appropriate. Suggestion made to compile a directory of local groups with contact details (for example Parent & Toddler, U3A, support groups, carer groups, interest groups) and then identify where the geographical and demographic gaps exist in the current PPG membership. It will then be possible to identify a group to approach with the offer of a brief presentation on the work of the PPG and promote how the identified group members may be able to help with future activities of the PPG. This directory would also be a useful referral tool to be used by GP and nursing staff.

**Action: Adrian to share list of villages within the Practice boundary for Kate to circulate with meeting notes. All members to research groups in their locality and feed back to Kate to compile prior to the next meeting.**

#### 9. Meeting day/dates for 2017.

It was agreed that alternating Tuesday & Wednesday meeting days suits members and Practice staff. Elizabeth circulated the following dates:

Wednesday 25 January, Tuesday 28 March, Wednesday 24 May, Tuesday 25 July, Wednesday 27 September, Tuesday 28 November.

It was agreed that the first AGM to be held in January and arrangements would be discussed at the November PPG meeting.

#### 10. Any Other Business

Doug & Nikki were recently approached by Long Bennington surgery PPG (a relatively new group) and have since met and shared their experience of gathering feedback from patients.

**Action: request to all members to keep the group informed of any PPG developments via Kate.**

#### 11. Items for next meeting

Agenda to include AGM arrangements. Apologies received from John Rose. Other items to reach Kate by 19 November. **Action : all to note**

Meeting finished 8.25pm