

Caythorpe & Ancaster Medical Practice Patient Participation Group

Notes from meeting held 25 July 2017

Present: Elizabeth Cole (Chair), Doug Vince (Vice Chair), Sadie Marshall, Alison Nash, Nikki Richardson, Dave Jeffery, Jane Clack, Dr Boyd Gilmour, John England, Adrian Down & Kate Holley (Secretary)

1. Apologies: John Rose
2. Introductions & Members Profiles – members briefly outlined their relevant experience and areas of interest with regards to PPG activities.
3. Notes & Matters Arising from the meeting held 24 May 2017

Item 4 – Totemic have kindly donated £1000 to support printing costs of the PPG newsletter. **Action: Elizabeth to write letter of thanks, enclosing a copy of the current edition.**

Item 10 – Contact list – **Action: all members to contact Nikki to confirm their email and telephone contact details by 31 July 2017. Nikki to then circulate revised contact list.**

The notes were agreed as an accurate record of the meeting; proposed by Doug and seconded by John. **Action: Adrian to publish on the surgery website.**

4. Feedback
 - (i) Healthwatch - Alison to become PPG representative at future Healthwatch meetings. Suggestion made for Nicola Tallent to be invited to a future PPG meeting. **Action: Nikki to provide Alison with email address for Nicola Tallent and information regarding Healthwatch Lincolnshire e-news.**
 - (ii) Patient Council – Kate had previously circulated notes from Patient Council held on 6 July and Adrian had responded to the points raised. Explanation provided of NHS Health Check programme for 40-74 yr olds and discussion regarding 60% response rate from patients. **Action: Kate to forward email communication to Dave for information. Nikki (& Communications working group) to consider inclusion of article on the NHS Health Check programme in a future newsletter. Kate to forward future dates of Patient Council meetings to Sadie and Alison to attend if they wished or were required.**
 - (iii) Medical Equipment Trust (MET)– John attended a meeting on 24 July. Funds raised are to purchase equipment (not provided by the NHS) to benefit patient care. MET has recently provided a new delivery van and paediatric diagnostic equipment for the surgery. Lincolnshire Co-op has nominated MET as a local good cause and as one of three current nominated charities, MET will receive a share of 1p for every £1 spent in the Ancaster store from Co-op storecard holders. Collection boxes have been distributed locally to raise the profile of

MET and to raise funds. A raffle is planned for before Christmas. **Action: PPG members to make John aware of any potentially useful business contacts for raffle and funding. Nikki to add details of the new MET website in the next PPG newsletter – caythorpeancastermet.org.uk**

- (iv) Friends & Family – Overwhelmingly positive feedback has been received, which has been shared with the Practice staff. Any negative comments received refer to car parking issues and lack of appointments. 3 new GPs have been appointed which should alleviate the pressure on appointments and there is little that can be done to improve parking facilities. Following patient feedback, a baby-change facility has been introduced at Caythorpe surgery.

Elizabeth sought clarification from the doctors of an early morning, triage telephone system versus the current practice of patients making an appointment. A telephone service allows for quicker patient access to speak to a doctor versus a continuity of care through appointments. The doctors regularly review this.

5. Newsletter – Summer edition was completed on time and is available online. Copies available at the meeting and to be delivered this week. Articles are in the pipeline for the next issue.

6. PPG Action Plan - Working Group refresh
Discussion of SMART objectives for each working group and a loneliness and befriending service. **Action: Information on Evergreen in Sleaford and Way Forward Group to be included in village database (Kate) and to be included in a future newsletter (Nikki).**

- (i) Newsletter – it was agreed to rename this group as ‘Communications’ group as besides the newsletter it deals with facebook, TV screen info, PPG inbox, noticeboard and presentations. Dave expressed a wish to join this group.
- (ii) Database of village activities - group to meet to progress.
- (iii) Carers’ Package- the working group (which included Debbie and Jo, (Carer Champions from Ancaster and Caythorpe), plus Claire Gasson met on 21 June. They discussed re-wording current information given to patients plus the following actions to increase identification of carers: information to be sent out with flu vaccine invitations; information to be attached to prescriptions via the delivery van; Claire to include the carer on home visits, awareness to be raised via TV screens and awareness sessions during INR clinics in September.
- (iv) Walking Group – **Action: Kate to include the walking group as a standing item under feedback for future agendas.**

7. Items for next meeting

Discussion regarding guest speakers. **Action: Adrian to invite new GPs to attend September meeting and to invite new pharmacist to give short presentation at November meeting. Kate to invite Nicola Tallent (Healthwatch) to give short presentation at September or January meeting.**

8. Any Other Business

Information given on Wellbeing & Recovery Courses provided by South Staffordshire Foundation Trust as an example of a beneficial service. **Action: Adrian to share with partners for discussion and feedback to next meeting.**

9. Date of next meeting – Wednesday 27th September at 6.30 at Ancaster Surgery. Agenda items to reach Kate by Tuesday 19th September. **Action: all to note. Kate to identify and communicate dates for future meetings.**

Suggested dates:

Tuesday 28th November 2017

Wednesday 24th January 2018

Tuesday 27th March 2018

Wednesday 23rd May 2018– potential AGM

Tuesday 24th July 2018

Meeting finished 8.30pm

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