

Caythorpe & Ancaster Medical Practice Patient Participation Group

Notes from meeting held 28 November 2017

Present: Elizabeth Cole (Chair), John England (Acting Vice Chair), Sadie Marshall, Alison Nash, Dave Jeffery, Carole Graham, Ann Porter, Dr Simon Robinson, Adrian Down & Kate Holley (Secretary)

1. Introductions & Apologies

Nikki Richardson, Jane Clack, Dan Aldous (Director of Operations)

Doug Vince has resigned from the office of vice chair and the PPG. Elizabeth expressed sincere thanks on behalf of the PPG and the practice for his significant contribution and an open invitation to Doug to be involved in future PPG activities. Carole Graham and Ann Porter were welcomed as new PPG members

2. Notes & Matters Arising from the meeting held 27 September 2017

Item 3.I Nicola Tallent from Healthwatch has accepted the invitation to attend the January meeting.

Item 3.IV F&F - Reference was made to the patient survey results published on the practice website showing more than 98% responders were either 'extremely likely' or 'likely' to recommend the Practice to friends or family.

Action: request to Communications group to include results on website and next edition of the PPG newsletter

Item 4.I PPG Newsletter – latest edition is available and currently being distributed.

Item 4.III Carers Group – this group has not met since the last PPG. Communication between the Practice Carer Champions and the PPG Carer group to be renewed.

Elizabeth reported back on a Carers' event held at Wellingore, organized by 'Every One' in connection with a contract awarded to Kent County Council

Action – Carer working group (Alison) to follow up and clarify.

The notes were agreed as an accurate record of the meeting.

Action: Adrian to publish on the surgery website.

3. Feedback

I. Healthwatch - Alison attended a quarterly locality meeting in October.

Action – Alison to summarise Healthwatch newsletter and forward to Kate for circulation to the PPG. Current issues being investigated by Healthwatch include Grantham A&E, closure of Lincoln Walk-In Centre, recruitment of GPs, self-care, non-urgent patient transport.

Action – request for Alison to query contract for Every One at next Healthwatch meeting.

II. Patient Council – notes previously circulated from the recent Patient Council meeting were welcomed by the group.

Two NAPP Workshops have been organized by the Patient Council and two places have been reserved for our PPG members for the 23 January workshop in

Sleaford New Life Centre (10-12 midday). Action: Elizabeth to forward email to Alison and Kate. Decision on attendance tbc.

- III. Patient Equipment Trust (PET)– historically this group has raised approximately £2k per year but is now more active and has raised more than £13k since January 2017. Ancaster Co-op store had adopted the Trust as one of three local charities for their community fund and John E. accepted a cheque for just over £3000 last weekend. Raffle tickets were sold in store and will also be available for sale this weekend.

Action: All PPG members to be aware of opportunity to assist PET by buying or selling raffle tickets and to contact John E or Adrian for raffle books.

Ideas discussed for future PET funding included spot clinic (dermatology) as at Harrowby Lane, 24hr blood pressure monitors and ear syringing

Action - Adrian to investigate payment by commissioners for an ear syringing service and report to PET trustees meeting.

Action – PPG members to consider ideas for items of equipment that would improve patient experience and make life easier for patients and forward to John E. or Adrian.

- IV. Friends & Family – very positive responses received. This is collected on a monthly basis and data including any text is shared with all practice staff. This is especially useful when the comments present a challenge for the team to resolve.

Surgery issues -

Action: Request from Adrian to consider what are the things that the PPG as patients would like to see in the Practice.

- V. Walking group – a good turnout continues on the weekly walks. The group recently raised £250 for Children in Need. The walk programme for January – Easter 2018 will be available in the Ancaster magazine and PPG newsletter. The Walking group is sponsored by Lincolnshire Co-op, recent changes includes paperwork regarding participants and activities online. As a member of LIVES, Alison reported they recently provided CPR training for the Caythorpe walking group and offered to do the same for the Ancaster group.

4. Working Groups feedback

- I. Communications Group

Action: John E to prepare update on PET and forward to Nikki.

Group to consider inclusion of article on the NHS Health Check programme in a future newsletter. Any other ideas to be forwarded to Nikki.

- II. Database of village activities - proposal made for each PPG member to verify the accuracy of contact/activity details within the database.

Action: Kate to send draft database and email to each member with list of villages and requirement. Each PPG member to contact each group in their list and report back to Kate by 5 January.

III. Carers' Group – **post meeting Action: Adrian to provide Alison with personal contact details for Debbie & Jo (carer champions) in order to arrange a meeting of the working group for January.**

5. Timing of future PPG Meetings

Suggestion made to amend the timing of winter meetings to the daytime.

Action: Adrian to investigate options for the January meeting with regards to doctor representation and room availability.

6. Items for next meeting

Nicola Tallent (Healthwatch) to give short presentation at January meeting.

7. Any Other Business

A contact list for all PPG members was circulated for accuracy and returned to Elizabeth.

Reference was made at the last Patient Council meeting to IT sessions organized by the North Kesteven District Council, which support patients to access services online.

Action – to be noted for when discussing future action plan for the PPG

8. Date of next meeting – Wednesday 24th January 2018 at Ancaster Surgery. Time to be advised. Agenda items to reach Kate by 16th January.

Action: all to note.

Happy Christmas to all.

Meeting finished 8pm