

CAYTHORPE & ANCASTER MEDICAL PRACTICE PATIENT

PARTICIPATION GROUP (PPG).

Meeting held 15th May 2019.

Present: Kate Holley (Chair), John England (Vice Chair), David Morison; Ann Porter; Gill Thornton; Ann Sampson; Sadie Marshall; Alison Nash; John Rose; Sandra Kemp (Secretary); Adrian Down; Edward Down.

1. INTRODUCTIONS

Edward Down, Quality Improvement Manager, was introduced and welcomed to the meeting.

APOLOGIES : Dave Jeffery, Alan Bull, Elizabeth Cole.

2. NOTES AND MATTERS ARISING

(2) Andy Robinson, Paramedic, has some responsibility for having conversations regarding end of life and “Respect” forms with some patients.

ACTION – Adrian to ensure Respect information is included on surgery TV screens, website and newsletter.

(3ii) David Morison reported that he had looked into the Facebook page (Like Newsletter) whereby the practice could post on it and patients could look at it. Adrian reported that he was aware of other Practices who have a successful Facebook account and David agreed to look into it.

ACTION – David to report back at next meeting.

(3iii) Health Walks Information

ACTION - Dave Jeffery to forward schedules to Adrian for inclusion on TV screens.

(5iv) Andy Robinson has now received the equipment funded through the Medical Equipment Trust. Discussion took place about the safety, security and insurance of the equipment. John Rose volunteered as a Trustee for the Medical Equipment Trust.

ACTION – John England and John Rose to discuss role outside the PPG meeting.

(6i) Support for carers.

There are already Carers Champions at each surgery but it seems from the Staff Meeting that they feel they should be taking more active steps to identify carers, and look at further ways of supporting them. Chair suggested a special PPG meeting before the next bi monthly meeting specifically to discuss Carers support- a large number of those present expressed an interest to be involved in this.

The new patient registration form has a place for carer identification purposes.

ACTION – Adrian to arrange special meeting dates to improve support for carers for June / July. All PPG members to be invited to take part.

3. **EDWARD DOWN**, Quality Improvement Manager, introduced himself and reported that he is working between Ancaster and Ruskington. He has previous work experience at Ancaster and in London Practices. His role is to help Adrian with quality issues. He wants to work with the PPG, which is critical to the practice, as well as support the Carers pack.

Discussion took place about making use of the annual calendar of health promotion awareness weeks; identifying where support is needed for lifestyle changes through surveys and additional information on the waiting room TV's.

ACTION – Adrian – Prior to next PPG meeting to circulate information about current Practice challenges in order to direct PPG focus.

4. **NATIONAL PPG AWARENESS WEEK** Week 10th – 15th June.

The group agreed to consider incorporating the awareness week in future plans, but not for 2019.

5. (i) **FRIENDS AND FAMILY FEEDBACK** – The forms continue to be returned with the data showing that both Caythorpe and Ancaster Surgeries have very positive feedback.

(ii) Healthwatch – Please contact Alison if you do not want to receive the newsletters (they are normally sent weekly). Healthwatch feedback forms to be considered at future meetings. Feedback can be on any NHS services in Lincolnshire from PPG members, or any other source such as friends, family, neighbours.

ACTION - Alison to circulate the regular newsletters received from Healthwatch to all PPG members.

(iii) CCG PATIENT COUNCIL

Kate and Sadie attended the meeting on 10th May. Action includes promoting attendance at the forthcoming public “Healthy Conversation” events which are taking place on 20th May at Sleaford and 23rd May at Grantham

There were presentations from East Midlands Ambulance Service (EMAS) and Thames Ambulance Service (TASL) for non urgent transport and if anyone has any recent feedback on either service please forward to Kate.

Also if anyone has any experience of Referral Facilitation Service (centralized appointment booking for consultant appointments please feedback to Kate. The question was raised why Caythorpe and Ancaster are not using the Care Portal (shared access to patient information) and there was a discussion on the pros and cons of “Ask my Doctor” online service.

(iv) MEDICAL EQUIPMENT TRUST

The Medical Equipment Trust have been very generous in providing equipment for Andy Robinson in his paramedic role : this includes a Lucas Automatic Chest Compressor Unit. Raffle ticket sellers will be needed from July to raise further funds for medical equipment. It was stated that Billingborough have a very successful MET and have offered to work together with Caythorpe and Ancaster to combine purchasing where appropriate.

6. DATE AND TIME OF NEXT MEETING – 6.30pm August 14th 2019 at Ancaster.

7. ANY OTHER BUSINESS

- (i) Discussion on possible IT support for PPG members if required.
- (ii) Repeated request for photoboard of key staff members and their specialist roles.

ACTION – Adrian to discuss with practice.

- (iii) **NURSE PRACTITIONERS** – the Reception staff have been trained to ask pre arranged questions to identify whether a patient could be seen by a Nurse Practitioner or whether they need to be seen by a GP.

HEALTH & SOCIAL CARE STUDENTS – The PPG group recognize that it would be beneficial to broaden the age group of members. It was suggested that local Health & Social Care students at Grantham College might be interested.

ACTION – John England to investigate.

- (iv) Discussion took place regarding Women and the menopause – Adrian reported that Dr Thomas specializes in these issues.**
- (v) Discussion took place about LGBT patients regarding specific access arrangements and Adrian advised that any of the Doctors would see these patients.**

8. OUTSTANDING TASKS FOR NEXT MEETING

- a) Respect information – practice TV - Adrian**
- b) Facebook page – David Morison**
- c) Health Walks Information – Dave Jeffery**
- d) Medical Equipment Trust – new trustee – John England**
- e) Carers support meeting – Adrian, PPG members**
- f) Practice challenges – Adrian**
- g) Health & Social care students – John England**
- h) Photoboard - Adrian**