

PPG Meeting 18th July 2018

Present:

Julia Stanfield (JS), Frances Peckham (FP), Heather Fulcher (HF), Elaine Botfield (EB), Catherine Plain (CP), Marion Manton (MM), Audrey Jones (AJ), Barbara Pugh (BP), Corinne Wood (CW) David Coultas (DC), Alison Price (AP).

Apologies: Louise Rotheram (LR), Joan Kidd (JK), Margaret Rogers(MG)

1. **Welcome and Apologies** - Members were welcomed to the meeting. Apologies were recorded as above.

AP was introduced to the group as an observer to the group with an interest in Learning Difficulties.

2. **Guest Speaker – Jane Ford – Social Prescribing** – Jane Ford, Health & Social Engagement Lead from the Worcestershire Association of Carers spoke about the new Social Prescribing project that has been set up across the Wyre Forest. The project is a way of looking at dealing with non-clinical issues and consequential issues that further develop that some patients may have but still go to see the GP about. For example, a patient may go to see the GP with anxiety that has been brought on because they may feel lonely or have financial worries or other social issues. As this is not directly a clinical issue, the GP or Practice Nurse can refer them to the Social Prescribing Team who will make contact with the patient and look at how they can give assistance. This may be by directing them to other external agencies such as Citizens Advice or providing details of social organisations such as walking groups or sporting clubs. One of the overall aims of the team is to encourage the patient to take ownership and want to deal with their issue.

Once the referral is received from the Practice the team will make contact and arrange for an initial appointment with the patient which generally lasts around 45 minutes. During this an assessment will be made of what type of assistance is needed and relevant information provided. The team will then follow up again with the patient after 6 weeks and if further engagement is needed will make contact 6 weeks later.

The project is at the moment a pilot scheme but the team are hopeful that it will continue and receive further funding to do so. There are currently 6 teams covering the majority of Worcester and they all interlink and share information and advice.

DC raised a question in relation to funding for his sisters self-funded care home costs in respect of an appeal being rejected for NHS funding. Jane Ford will provide CW with details of an advocacy service that may be able to assist for CW to pass on.

CP asked if the team were receiving many referrals and if the organisations they were referring patients to were approved organisations. JF responded that yes, referrals were being sent and that at the moment but that the referral pathway is quite narrow as it was not known how successful the project would be. JF added that the organisations that they are referring patients to are ones that they have been working alongside for many years within the Worcestershire Association of Carers and were well known and reputed.

3. **Minutes of the Previous Meeting and AGM** – The minutes of the last meeting were recorded as a true reflection of the meeting.

CW apologised that due to absence from the Practice for the majority of the month of June that some of her actions were still outstanding.

4.	<p>Matters Arising –</p> <p>Results of Patient Survey – It was noted that the out of hours telephone message for the Practice does not state when it will be open again. CW to look into.</p>	CW
5.	<p>Practice Report Corinne Wood – CW provided an update on Practice matters as follows:</p> <p>Dr Riley would be starting at the surgery in October. Dr Riley is the replacement for Dr Snowball who left the Practice at the end of June.</p> <p>The Practice will soon be starting to plans its flu clinics for this year and were waiting on confirmation of vaccination delivery dates.</p>	
6.	<p>Health Event – JS informed members that an initial planning meeting for the next health has taken place and that the next event would be on the 10th and 11th September 2018 and the topic will be Diabetes and would look at pre diabetes as well as Type 2. The event will take place during the working day in the main waiting area at Aylmer Lodge. JS added that it is hopeful that a variety of health professionals as well as patients will be on hand on the day to speak to patients and answer any questions they may have.</p>	
7.	<p>Feedback From Aylmer Lodge Cookley Patients – Overall positive comments have been fed back to PPG members from Cookley patients.</p>	
8.	<p>Floor walking Guidance and Arrangements for Rota – It was decided that floor walking should continue and that it was seen as a worthwhile role. Next floorwalkers meeting will take place on 8th November 2018. AJ will be looking after the diary.</p>	
9.	<p>GDPR – General Data Protection: Policy and Procedure for PPG – JS has put together a GDPR procedure for the PPG group and asked if members will still happy to receive information in the same format via email group where others members email addresses are visible. Members agreed that they are happy for this process to continue. CW will cast her eye over the GDPR procedure.</p>	CW
10.	<p>Future Speakers and Topics –</p> <p>CW to speak to Dr Singh re attendance at a future meeting.</p> <p>CW to see if Practice lead for LD would attend a future meeting.</p>	CW CW
11.	<p>Announcements –</p> <p>NAPP Conference – BP advised members that she had recently attended the annual conference which was very good. The lead speaker was a GP who ran his own PPG at his surgery. BP added that she felt that the conferences are very informative and are a good way of sharing information and ideas.</p>	
12.	<p>AOB –</p> <p>Thanksgiving Service – CW on behalf of the Partners and Practice, thanked those members that had arranged and helped at the Practice Thanksgiving Service that took place at Cookley Church on 8th July 2018. BP advised members that funds raised would be donated this year entirely to Kemp Hospice.</p>	
13.	<p>Date of Next Meeting – Wednesday 5th September 2018 18.30 pm</p>	