

Hilary Cottage Patient Participation Group
26th January, 2017 at 1.00pm

1. Present:

John Read	Chair
Liz Mcfadyen	Vice Chair
Carol Stewart	Secretary
Stephen Andrews	Patient/District Councillor/CFR
Ros Godden	L of F/Patient
Graham Hewitt	L of F/FF hospital
Gill Northen	Patient
Ann O'Hara	Patient
Diane Piatek	Practice Manager
Jane Read	Patient
Suzanne Saggars	HCS staff

No	Item	Action
2	Apologies: Margaret Bishop, Johnny Dallow	
3.	Minutes of last PPG meeting Signed as correct.	
4.	Matters arising: In all issues and documents that we consider, it is the relevance to our surgery that is important.	
5.	<p>Vona Wagner introduced herself to the group, as one member of the Frailty Team, describing her role 'Well being coordinator'. Community Matron, Clare Wood, will be based at Hilary Cottage and covers Fairford, Rendcomb and Lechlade. The team has 8 members, Sally Ann is the senior matron, working with three other community matrons. The four Well Being coordinators will cover two surgeries each.</p> <p>The role of the team is to support frail patients, (adults) regardless of age; i.e. people with long term and multiple health conditions through visits and telephone calls. They will also aim to deal with hospital discharges in order to free up beds for new patients. It will be very person centred and the needs of carers will also be assessed.</p> <p>Using the Patient Activation Model (PAM) a patients ability to be active and to look after themselves will be assessed and they will be rated on a 1 – 8 scale. The team can do referrals and the matrons can prescribe medication, working closely with the GPs .The team are all attending a 2 day dementia course.</p> <p>John highlighted the use of technology to support people in the home and also the effect of peoples' mood on their</p>	

health, citing the importance of good social interactions. The Well being Co-ordinator will liaise with the social prescriber.

Clare Wood then joined the meeting and introduced herself. John offered the support of the group as and when needed.

Area 1: The PPG will ensure it is we informed of developments and best practices

Dementia Report

As a PPG we need to know that all the necessary information and support is offered to our patients.

Diane explained that the surgery can sign post patients to agencies that can help, and give out literature

Patients suffering from dementia have a review once a year.

Graham Hewitt added that 5/6 patients were referred to the 'Young at Heart' club by our GPs

End of Life Care

It was agreed that this was a very delicate area. The clinicians work closely with patients, League of Friends, and the Hospice. Diane expressed the view that Gloucestershire patients have a very slick operation and spoke very positively of it. Speaking from personal experience, Ann felt that other surgeries may not be as good at pointing people to hospice care, while John pointed out that people are increasingly choosing to die in their own homes so the need for home based palliative care may increase.

STP and Finances

The STP summary was available for those present. It puts the accent on people caring for themselves, and having care in community available nearest to them.

The current plan will be refreshed with an addendum' as it is due to run out.

Moved to under this title Graham was thanked for the League of Friends support for the work of the PPG, providing funding of £150 pounds to pay for PPG events.

Choice plus clinics at Fairford hospital

These were funded initially by the PM's fund, which is coming to an end but clinics will continue to be funded for another year by the CCG. It is likely in future to be tied in with urgent care. Clinics will be running into 2017. Usage and resources are being looked at by the CCG. Suzanne read out the relevant section of the website relating to choice plus clinics to show that it was indeed up to date.

<p><u>Coeliac debate</u> Gloucestershire CCG has advised GPs to cease prescriptions. The PPG were updated on outcomes of parliamentary debate. The surgery has not had a blanket approach and GPs look at the individual patient needs.</p> <p>Area 2: The PPG will encourage and support information events across a range of health and wellbeing subjects</p> <p>Diabetes event Ann expressed thanks on behalf of the group for the time and expertise of the surgery and in particular Emma. She expressed the view that we now know what works and what doesn't; the important issue being how we can build on this, using our experiences over the last year as a guide to how we set up future events. Suzanne referred to the low take up and it was agreed that there was a need to communicate events more effectively. The following were suggested:</p> <ul style="list-style-type: none"> • Linking with League of Friends events, such as the AGM • Continuing to make use of the U3A to promulgate our activities • Considering the location – such as Fairford Community Centre as the kidney event held there was better attended. • Would a 'drop in' basis encourage more attendees rather than pre-booking? • Diane pointed out that promoting self care is key, moving forward. • The Healthy Market place and the Saturday Flu clinics were suggested as alternative sessions to link into. • Finding someone who has suffered from the condition is always popular • The need to think carefully about the nature of the target audience. <p>Diabetes is something we need to consider in some format. It was agreed that it would be considered in more depth at the next pre PPG meeting and also as part of next year's Action Plan.</p>	<p>AO/RG/ GH</p> <p>All</p>
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<p>The group were asked to let Liz or Ann within a week know of any suggestions for final changes to the draft protocols</p> <p>February Healthy Heart Ann showed the group the leaflets she and Liz had prepared which could also be available electronically and as a link from the website. 'Active Lifestyles' was discussed where patients are referred from doctors, assessed, then use the gym e.g. Farmor's school.</p> <p>There is a new free app to highlight how much salt and sugar you consume. It is available on the 'Change for life' website.</p> <p>Area 3: The PPG will work with the Practice to continually improve communications and patient access to surgery provision</p> <p><u>Ear Syringing service:</u> Still waiting for an update. CCG canvassing surgeries about current practice. It is possible that suction may replace syringing</p> <p><u>Protocols for communications</u> Ann gave out the draft protocols prepared by Liz and Ann which summarise how we are all working, Ann asked everyone to have a look at the draft and feedback to herself and Liz within a week.</p> <p>There was a discussion about the introduction of a confidential section to the minutes for material that would not be for the public eye. It was agreed that it was essential for confidential matters to be discussed but NOT to be included in the minutes that are for public access Diane and Suzanne will give considered advice on this to Ann and Liz.</p> <p><u>PPG area – noticeboard (SR)</u> A board is available and is awaiting someone to put it up.</p> <p><u>Web site</u> This is updated regularly as and when any changes occur, by Diane and Suzanne. It was agreed that if members of the group saw things that were out of date, they would notify Diane.</p> <p><u>Telephony</u> – systems will be upgraded in due course taking into account future needs – approximate timescale within the</p>	<p>All</p> <p>DP/SS</p> <p>All</p>
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	<p>next eighteen months.</p> <p><u>Appointments</u> The Appointments Working party has met for a second time. Whole surgery team participated in a very fruitful training session to discuss how can we do things better The surgery has noted a trend for patients not necessarily wanting to see a doctor but to speak on the telephone. A system will be piloted, beginning on 31st January, offering a telephone consultation with the usual GP. If urgent then they will be referred to the duty doctor as normal and will be offered a call back that day. To facilitate this, change the time period for booking of advance appointments has been reduced to 3 weeks. A date will be set to assess how successful it has been. Date of next working party to be agreed</p> <p>Area 4: The PPG will maintain and develop ways in which the Practice gains the views of patients and carers</p> <p>It was confirmed that patients should know which GP they are linked to and it is in fact on their prescription. They can, however see any doctor</p>	<p>All</p> <p>JR,DP, SS, AOH</p>
6.	<p>A.O.B: Action Plan 2016-17 and the NEW plan for 2017-18 John and other members of the PPG expressed the view that the input of a doctor once a year, would be appreciated.</p> <p>Ann asked committee to look at Action Plan and inform her of anything we've done or need to do next year within a week. Diane was also asked for suggestions. John, Liz, Ann Ros and Stephen volunteered to be the working party. Meeting date to be agreed.</p> <p><u>Blood pressure monitoring :</u> It was felt that a free standing BP machine in the waiting room was unnecessary.</p> <p>Stephen offered very positive feedback from young mums about the surgery which Diane will pass on to staff. Positive feedback also provided from recent coffee morning PPG discussions – copy to be given to Diane.</p> <p>The take up on flu jabs this year for the over 65's is 70%. In France there is currently a flu epidemic of the same strain as in our flu jab. It is possible that it could arrive in the UK so it would be beneficial to advertise the fact that patients can still have a flu vaccine and to encourage people to come and</p>	<p>All</p> <p>JR,LMc, AOH,RG. SA</p> <p>AO</p>

	<p>have it at the surgery. The 'Friends' newsletter could be used.</p> <p>Thanks to Gill who has arranged for Kempford to give us a table at the coffee morning which was penciled in for Thursday 9th March between 12 – 2. Soup and bread is available. John, Liz, Gill, Ros, Ann to attend</p> <p>John read out a request for volunteer collectors for League of Friends from Mon 27 March – April 10th. Christine Barker should be contacted with offers of help. This will be circulated to the 'Friends'.</p> <p>As this was Jane's last meeting, she was thanked for the contribution she had made to the PPG.</p>	<p>AOH</p> <p>AOH</p> <p>AOH</p>
	<p>DONM: Pre-meeting Thursday 6th April at 1.30 pm PPG: Thursday 18th May, at 1.00 pm Venues to be confirmed by Diane</p>	<p>DP</p>