

Notes from Heath Lane Surgery Patient Participation Group Meeting

Held: Thursday 7th June, 2018

- 1. Present:** Dominique Allen; Leah Hart (Practice Manager); Mathew Hulbert (Vice-Chair); Andree Light; Diane Lucking; Ann Myatt; Jeanette Poole (Deputy Practice Manager); Martin Strange; Clare Taylor (Chair), Hazel Thomasson.
- 2. Apologies:** Roger Ellis; Janet Gregson; Dr Sarah Holt (GP Partner); Donna Macintyre; Sally Robinson; Lianne Simpson; Ann Sowman; Margaret Stevens; Jackie Telford; Eunice Ward.
- 3. Speaker:** Paul and Caroline Herbert were welcomed to the meeting. Paul spoke of his role as a Sports Ambassador for Hinckley and District Council. He explained that he had experienced three strokes (the most recent being on 26th January 2016). He is now 45. His life was radically changed from being very active (mountain biking, surfing, kayaking, coast-to-coast walking) to being forced into immobility and dependence. He experienced lack of balance, permanent headaches, memory loss, tremors in hands and head; he explained that life became very difficult for him and for his family. He lost his driving licence and his independence was suddenly gone. Through the Health Referral Scheme he was advised by his GP to engage in specialised, supervised exercise at Hinckley Leisure Centre. The scheme consists of an initial 12 week course (which can extend into a further 12 week period); for Paul this was a 'life-saver' his confidence improved and the impact of physical activity had a mental health benefit. Paul was so positive over his 'referral' experience he was asked to become a Sports Ambassador and now encourages others to engage in this positive activity. PPG members asked many questions both of Paul and Caroline.
Action: LH and JP agreed that Paul should be asked to speak at a Practice Meeting.
- 4. Matters arising from Notes of last meeting (29.03.18) and not on agenda.**
Flu Clinics 2018: NHS England have instructed the Practice to give quad and tri strains of vaccine to different age ranges, this necessitates obtaining vaccine from two suppliers. Vaccine for the over 65's will be delivered as follows: 40% in September, 20% in October, 40% in November.
Provisional dates for clinics:
Ad hoc Clinics: weeks commencing 24.09.18 and 1.10.18 (not Thursday mornings). Main Saturday Clinic: 6.10.18
Dates may change; confirmation closer to the time.
Raffle tickets to be used to control anticipated queues. **Action: JP agreed to obtain tickets.**
PPG Secretary: Position remains open. Contact CT for more details.

5. Practice Updates: LH and JP reported the following:

5.1 Extension to Premises: five contractors had tendered, NHS decision was awaited). Start date delayed, possibly to September. Delay is now six weeks. Completion due end of March 2019 but NHS have acknowledged slippage. MH offered to write an article relating to the extension from the PPG perspective to be published in August 2018 if possible. **Action: MH to liaise with LH or JP**

5.2: Staffing Updates:

Pauline Marshall (Admin) retires end of June; Receptionist now being trained for this position. Reception vacancy advertised: interviews 13.06.18.

Temporary Receptionist position available due to maternity leave.

5.3: Medical Student Training:

3rd and 5th Year Medical Students: scheme going well, although different years present separate training needs. CT had met with both students and reported the experience.

5.4: Dialysis Room: LH met with Emma Evans, Renal Matron, on 12.4.18 and expected two new dialysis patients before the end of May. LH has not heard from the Renal Unit since then. **CT to make enquiries.**

5.5: Hearing Aid Batteries: These are now available from the Surgery.

5.6: Physiotherapy at HLS stopped earlier this year when contracts were not renewed. Patients now need to travel to Hinckley for physiotherapy.

6. Publicity:

6.1: PPG Website: Our PPG part of the Practice Website continues to improve. Work has been done on 'Activities'. Members were asked to take photographs of any PPG related activities they are involved in to enhance the site.

Use of a PPG e-mail was discussed; PPG@HeathLaneSurgery.co.uk was suggested; CT will ask James Broadway put this into place. **Action CT**

6.2: Newsletter: MH offered to work with LS over the Newsletter which it was hoped could be published twice each year. The Practice already publish a Newsletter which is distributed by e-mail; it was considered important not to duplicate efforts. **Action: MH to contact LS**

6.3: PPG Leaflet: To be printed once the e-mail address is in place. **Action: CT**

6:4 Virtual PPG : Promotion in September 2018 via Surgery e-mail addresses.

7. PPG Awareness Week: 4 – 9 June 2018

7.1: Green Towers Event: A Health Event had been organised by the Federation on Monday 4th June. This had been well advertised by The Maples Surgery but was poorly attended by patients from other Practices in the area. CT, MH, AM represented HLS and enjoyed the event. It was suggested that a text message could be used to advertise future similar events to our patients.

One very interesting stall was **the 'Slipper Exchange'** which was promoted by Leicestershire County Council and involved over 65's bringing in slippers and exchanging for new footwear – this experience was capitalised upon by the Fall's Team in explaining safety issues etc. It was considered that a 'Falls Event' may be useful if held at Age Concern in Earl Shilton; HT informed the group that a Falls Prevention Course takes place regularly at Burbage Millennium Hall contact

jezedwards@hotmail.co.uk **Action: CT to follow up with Federation Co-ordinators.**

7.2: Desford Carnival: The Locality PPG team are advertising our work at Desford Carnival on Sunday 10th June.

8. National Association of Patient Participation Groups – Membership

Heath Lane Surgery had been a member of NAPP for at least eight years, but this membership has been cancelled in 2017. The issue came to light when MH had attempted to register to attend the NAPP Annual Conference in Nottingham, but discovered that as a non-member he would be charged almost double the member price (he was self-funding). Moreover, the advantages of belonging to the organisation in terms of information and advice had been lost. Members considered it important that our membership be reinstated urgently. **Action: LH**

9. Joint Health Promotion Event with Barwell/Hollycroft PPG

Remains on the Agenda.

10. GP On-line Consultations

NHS England is seeking views over on-line consultations. A Survey opened on 8th May and closes on 15th June. CT had looked at this from a lay perspective and found it almost impossible to complete. The Practice was unaware of its existence.

11. Social Prescribing

11.1: Allotment Project: AM provided a comprehensive report on this activity. Half a plot has been acquired which is totally overgrown with brambles etc.; extensive work needs to be done to clear the plot for planting. A Duke of Edinburgh Award student is working on the plot, with a 'long-term sick' person being referred by the Job Centre. Ann is organising but Kerry Smith is ultimately responsible for the people currently working on the project. DA has donated some equipment. 3rd Party Insurance exists. ESinBloom are using this new venture as part of the judging of the town in early July.

11.2: Social Prescribing Project: CT had attended a 'Big Conversation' event organised by LPT focusing on Social Prescribing which generated new ideas and considerations. Kerry Smith is organising training – CT asked those members who are interested in becoming Social Prescribers to provide their availability for June/July in order that training could be organised to fit existing commitments. We need eight volunteers to initially make the project work (2 people, one session per week on monthly rotation) – currently we have seven volunteers. See previous minutes on website for more information on SP.

12. Service Level Agreements: MS

MS had received responses to his Freedom of Information requests from NHS England and NHS Digital. The written responses are available for members to read. MS explained that there are no end-to-end SLA's. No contractual requirement exists for time limits; this confirms his original thoughts. **Action: CT to forward copy of report to LH**

13. PPG Members Workwear: CT

The issue of workwear had been raised at a Partners meeting; instead of polo shirts it had been suggested that armbands be funded (these had been costed at £5 each – 12 needed for flu clinics); members were unimpressed with the prospect of wearing armbands. Alternatives were suggested, including tabards. CT had attempted to procure sponsorship for polo shirts, but had been unsuccessful in obtaining the full amount. It was agreed that LH return to the Partners and request a contribution towards polo shirts; CT would then attempt to secure the remainder from sponsorship – starting with the Barwell and Earl Shilton Lions Club. Estimated total outlay £150, amount requested £75. **Action: LH to discuss with Partners.**

14. Feedback from health-related meetings/events attended:

Notes from meetings had been distributed; these involved:

- Voice of the Community meeting: 29.03.18 (MH)
- H&B PPG Locality Group: 5.04.18 (MH)
- CCG PPG Network Meeting: 11.04.18 (MH)
- Allotment Project/Social Prescribing: 12.04.18 (AM, CT)
- H&B Health and Wellbeing Partnership: 20.04.18 (CT)
- Social Prescribing Meeting LPT: 18.05.18 (CT)
- Green Towers Health Event: 4.06.18 (CT, MH, AM)
- Primary Healthcare Governance GDPR (MS) – report at July meeting.

15. Any Other Business:

15.1: Patient Case: DA raised a case she had been approached over; LH asked that the patient be encouraged to contact her direct or give explicit written permission for DA to act as advocate.

15.2: NHS 70th Anniversary: 5th July 2018 the achievements of the NHS will be celebrated. CT developing a notice board display. Materials and resources are available if we decide to mark the occasion www.nhs70.nhs.uk

The meeting closed at 8:30 (late start).

For future meetings we will endeavour to start promptly at 6.30 in order to complete within the allotted 90 minutes; time pressure may result in some agenda items being carried over. Sub-meetings may go some way to resolving this issue.

Next HLS PPG Meeting - AGM: Thursday 26th July at 6.30 in Meeting Room HLS.

Speaker at the next meeting will be either Juliet Jones from NHS Research who has asked to speak; or Chirag Ruda from Hinckley and Bosworth Council who is developing the local Directory.

Items for the Agenda to CT before 19th July 2018 please.