

Minutes of Patient Participation Group Meeting
Held on Thursday 12th January 2017 at 4.30pm
Avenue House & Hasland Partnership, 109 Saltergate, Chesterfield

Present: Dr I Anderson (Chair), Laura Gummer, Amy Corwell, John-Charles Tanner, Geoff Horn, Morton Joynes, Ruth Watts, Rita King, Bill Richards, Michael Crossley, John Ross

Apologies: Carmen Villegas-Galvez, Alan Kirk, Derek Ashmoor, Bob Wilson

1. Minutes of the Previous Meeting held on 10th November 2016

The minutes were confirmed as a true record.

2. Matters Arising

There were no matters arising.

3. Chesterfield Community PPG Meeting Feedback

Michael reported that he had attended a recent meeting and that Acute Children's Services had been discussed. The system of Integrated Care had also been discussed and the minutes would be requested from Amanda Brickmanus for forwarding to the group members.

Action: Laura Gummer/John Ross

4. Practice Updates

Laura reported that Janette Moran, Practice Manager would be working part-time as Business Manager and Laura will take on the role of Practice Manager. Amy Corwell's role will be Operations Manager which replaces the position of Assistant Practice Manager and will be effective from 1st March 2017.

Laura stated that Dr Lohor has now become a partner in the practice following Dr Rawat's departure. She also stated that Dr Socket has now joined the practice and had previously been working in Sheffield.

Laura also stated that Carmen Villegas-Galvez is now the fulltime Practice Pharmacist and will conduct medication reviews to allow G.P.'s more time to conduct patient appointments.

5. Patient's Praises and Grumbles

Grumbles

- a) A patient commented "the 12 and 16 week vaccinations felt like a production line. Tiny babies need a bit of time as it is a traumatic experience for them. I appreciate that there must be many babies to see in a day but a little more patient care would really be appreciated. For the 8 week vaccination there was a towel ready on the bed to make it easier to dress baby. For the 12 and 16, it felt like the nurses wanted to get rid of us as soon as possible – having to dress baby on your knee actually slows everything down. For the 8 week jabs we saw one nurse and had the bit of time we needed".

Laura reported that for the 12 and 16 week vaccinations there were two nurses present as they felt it would be better for the babies as with two nurses the situation was safer and also more experience available. Laura will talk to the nurses to explain the situation.

Praises

- a) A patient commented "I can't praise this surgery enough. I'm a new patient and every time I've called for an appointment for my young daughter you've got her in on the day and doctors have all been lovely and thorough".
- b) A patient commented "We are so impressed and grateful for Dr Lohor's thorough investigation and attention to detail. He has taken a really proactive approach to sorting out a long term medical condition. Thank you."
- c) A patient commented "Mr M Mirmotahari was wonderful today, 24th November. He is very thorough and patient. He really listens and asks the right questions. The best doctor we have here".

6. Dementia Friendly Practice

Dr Anderson stated that he would be conducting Dementia Friends Training at the end of the meeting (see Appendix A)

Dr Anderson reported that a Dementia Friends working group is now up and running within the Partnership. Dr Kemp is the lead and eventually a Dementia Champion will be in place.

The PPG, regarding dementia, will be led by Dr Anderson and will be joined to the Chesterfield Dementia Alliance. Dr Anderson also stated that the organisation Making Space will take over from the Alzheimers Society as organisers regarding dementia training etc.

Dr Anderson also commented that co-ordination regarding dementia in Chesterfield is not working 100% and he would like to see a Dementia Support worker attached to the practice to access care/help etc. He asked the PPG members to think how to create ownership which would enable all within the practice to feel involved.

It was suggested that a possible date for Dementia Awareness Week in conjunction with the Partnership be discussed as to its suitability at the next PPG meeting.

7. M.E. and Lymes Disease

Ruth reported that since the last PPG meeting in November 2016 she has written to Toby Perkins, M.P. for Chesterfield, who has subsequently written to the M.P. Jeremy Hunt, Minister for Health regarding Lymes disease and are subsequently awaiting a reply from the Minister.

Ruth also reported that she is aware of a family in Dronfield who have had to take their young daughter to America for treatment, due to the lack of treatments available within the U.K., and restrictions regarding drug issue.

Dr Anderson suggested that the public and medical practitioners be made more aware of the problem as the main symptom of a rash following a tick bite is not always prevalent. Laura stated that she had raised the issue at the doctor's meeting.

8. Any other Business

It was reported that Dr Flann is keen to get PPG members who are also involved with local groups within the community to help him to try to increase/improve knowledge of various conditions. Rita, Ruth, Geoff and Michael all offered their help as they are already involved with community groups.

John-Charles informed the group of a scheme of weight loss management available under the direction of the N.H.S, often recommended via the hospital physiotherapists. Laura stated that there is a 'Health Trainer' who visits the practice on a Thursday to advise patients. Laura confirmed that Hasland patients have been informed regarding the existence of the Partnerships PPG.

Date of next meeting is Thursday 9th March 2017 at 6.30 pm

APPENDIX A

Dementia Friends Training

Dr Anderson introduced Shirley who is living with dementia and her husband James. They attended the training session to help the Group understand how living with dementia affects individuals and their families.

Dr Anderson commenced the training explaining that 9 out of 10 practices in Chesterfield are now involved with dementia training. He also explained that dementia trainers and dementia friends were duty bound to report any abuse or concerns they may have with patients living with dementia.

The following are the main points of the training objectives:

1. Lots of fear and stigma attached to dementia
2. Dementia Friends to try to get involved to help
3. Training is also being completed with various service providers i.e. supermarkets, solicitors etc., who are wanting to get involved.
4. Alzheimers is only one form of approximately 100 types of dementia (brain disorder).
5. Alzheimers is the most common form of dementia and is a steady progressive form of brain disorder
6. It is important to accurately quantify the type of dementia for each patient as treatments and deterioration vary.
7. Dementia is not necessarily hereditary but usually is.
8. Improved awareness could help with the general public's reactions and sensitivity towards patients living with dementia.
9. Try to help improve individuals with their self-esteem.
10. Patients living with dementia may suffer memory deterioration but their emotions remain unaltered.

The five key points we should all know about dementia are:

- a) Dementia is not a natural part of ageing
- b) Dementia is caused by diseases of the brain
- c) It is not just about losing your memory
- d) It is possible to live well with dementia
- e) There is more to a person than the dementia

Help and support are available from [www. Alzheimers.org.uk](http://www.Alzheimers.org.uk)

Dr Anderson closed the training session and thanked Shirley and James for their input and had given the Group an insight of living with dementia which had been extremely informative and very helpful.