

**Minutes of Patient Participation Group Meeting
Held on Thursday 14th January 2016 at 4.30 pm
Avenue House Surgery, 109 Saltergate, Chesterfield**

Present: Clive Archer, (Chair), Alan Kirk, Laura Gummer, Morton Joynes, Ruth Watts, Michael Crossley, Bill Richards, Dr I Anderson, John Ross, Beverley Munoz-Pujol

Apologies: Carmen Villegas-Galvez, Bob Mennell, Julie Boulton

1. Derbyshire Health Services NHS Foundation Trust

Beverley Munoz-Pujol was welcomed to the meeting and introduced to the PPG members. Beverley is the lead for Wellbeing Service (Chesterfield & N.E. Derbyshire) based at Walton hospital.

Beverley explained the Wellbeing service, which is free, and was commissioned by public health to improve wellbeing and live life better for individuals who are over 16. It is available for individuals who live in Derbyshire and supported by Wellbeing workers (previously known as health trainers).

The Wellbeing workers are based in GP practices and community venues, (Julie Baddens attends Avenue House surgery on a Thursday).

Beverley explained the following to the Group:-

Improving Wellbeing

It is well known that eating well, being more active and having a sense of emotional wellbeing are all important factors to a happy balanced lifestyle. It is also known that worrying about debt, feeling isolated and problems with family life can all impact on the way individuals look after themselves. With the help of Wellbeing workers, availability of information and one-to-one support which is specific to the individual's needs, can all help improve wellbeing.

The three core areas are:

- a) Lose weight (weight management)
- b) Stop smoking
- c) Get active

Lose Weight – Free support sessions and guidance are offered to help individuals lose weight. This can be achieved by changing eating habits and becoming more active particularly for patients who require more intensive weight management support, which may be due to complex medical conditions.

Stop Smoking – Help is available for individuals who want help to stop smoking. The support is free and local. Advice and information is readily available with easy access to products to assist in stopping smoking

Get Active – If an individual has high blood pressure, heart disease, and joint or mobility problems or feeling low, regular exercise can help. There are lots of free opportunities and activities available within the local community to help individuals be more active and help manage their medical conditions.

2. Minutes of Previous Meeting

The accuracy of the previous minutes was confirmed.

3. Matters Arising

- a) The situation regarding wheelchair access via the main entrance threshold has again been reviewed by Julie and she found the access slightly difficult. Bill reported that a threshold of up to 15mm was acceptable
- b) With regard to the playhouse removal and the subsequent provision of washable books having been stolen, Laura reported that she was looking at the provision of more books and possibly a play mat.

4. Chesterfield Locality PPG Meeting Feedback

Clive and Michael had both attended the latest meeting and were given a presentation (talk and video) regarding a text-based system for patients at home. The presentation was given by Joan Pons Laplana who is the lead clinician for FLO (Florence Simple Telehealth). FLO is a messaging system that sends patients reminders and health tips tailored to their individual needs and was first introduced by a team at NHS Stoke on Trent in 2010. Clinicians can adjust the settings for each patient, i.e. when a text should be sent, the information to be returned by the patients and what should be done with the results, therefore helping patients to monitor their health. An example could be asking patients to monitor their blood pressure at a particular time and text back the results. If the results are outside pre-determined limits, the information is passed to the relevant clinician and the patient is asked to speak to someone or make an appointment with their GP. The advantage of this is that it is real time information.

Clive reported that an "NHS England Draft Framework for Patient and Public Participation in Primary Care Commissioning" document would be circulated to PPG members.

Request for feedback at the beginning of February 2016, members to look at the draft and comment.

Action: Clive &

John

Primary Care Quality Assurance Update 2015 (supporting quality improvement visits) was discussed with the possibility of PPG members to be available during a Q.C.C. (Quality Care Commission) visit.

5. Integrated Care Group

Clive had attended the Group and there is to be a clinical review on integrated care, which will be discussed when the results are available.

6. Practice Updates/Patient Praises and Grumbles

Laura reported SystemOne (clinical software programme) had been updated before Christmas. The updates are to allow patients access to their full clinical records via SystemOnline (the online section of the surgery web site). However, the system is not able to provide this service currently, but as patients are requesting the information it is causing lots of problems.

Morton informed the Group he was aware of appointments/repeat prescriptions being requested online and when patients turn up for their appointments they have not been recorded on the system. Laura replied she had been made aware of the complaints but when she used the "test patient" she was unable to replicate the problem. Laura asked Morton if he was able to replicate the problem, and could he do a "screen grab" and inform her, and she will then be able to look into the cause.

Dr Backhouse and Dr Wilson (both female GP registrars) are now with the practice.

The practice is looking to sign up to become a safe haven. This could provide help for individuals who are distressed/confused and is not restricted to registered patients. The PPG fully support the actions for the practice to become a safe haven.

With regard to Praises and Grumbles Laura reported the following:

Avenue House Grumbles:-

- a) A patient had commented "Not only is it impossible to get appointments within a week, appointments with the nurse are regularly 20 minutes late. This is difficult re: work commitments and parking".

Laura had benchmarked appointment waiting times and commented that the practice was well above the average for the area. The nurses can run late which is mainly due to the complexities of patient's needs.

Avenue House Praises:-

- a) A patient had commented "I'd like to thank Kirsty (Reception) for organising my repeat prescription when I hadn't been organised enough! Thanks to Dr Cook for this as well. Kirsty said she'd ring me and she did and I could then collect a prescription".
- b) A patient had written "Thank you ALL for your hard work. Happy Christmas and Healthy New Year. Best Wishes",
- c) A patient commented "I have always had excellent service from all of the staff at Avenue House, Receptionists, nurses and doctors"
- d) A patient commented "I have always been very happy with doctors, nurses and support staff especially Dr Madden, Nicola and Debbie. THANK YOU!"
- e) A patient commented "Whenever I attend Avenue House I find everyone so helpful, thoughtful, pleasing and kind. I have a daughter who has learning difficulties and they treat her as a normal person (which most places don't). Thank you to everyone".

7. Dementia Friendly Practice

Clive reported the Locality PPG had discussed Dementia Friends and suggested another training presentation would be recommended. Dr Anderson reported he had completed a number of training sessions, with most practices within the CCG now involved. He is keen to promote Dementia Friends and will complete the course for the practice and PPG members as required. Dr Anderson also suggested individuals within the practice who were interested might be considered, hence giving more awareness of the illness. A venue and arrangements are to be investigated with April 2016 probably the most convenient time. The PPG could further help the practice to become fully involved focussing on "spreading the word" with an ultimate aim of being accredited by the Alzheimer's Society.

8. Any Other Business

Laura distributed a leaflet from Whittington Moor surgery titled "Can You Help" calling for volunteers who can knit. The idea is to knit tubular muffs and sew buttons etc., inside and outside for dementia sufferers to occupy their hands, by providing visual, tactile and sensory stimulation as well as keeping their hands snug and warm. Donations of wool, buttons, beads, zips, ribbons etc., would be gratefully received.

Bill reported a problem of oversupply of medications from pharmacies. He was aware of unrequested medication (on repeat prescriptions) being supplied/delivered by the pharmacy. These are unable to be returned, hence a waste of resources.

Date of Next Meeting is Thursday 10th March 2016 at 6.30 pm at Avenue House Surgery.