

Roseland Surgeries Patient Participation Group

Minutes of Meeting Held on Friday 18th January 2013

Present: Terese Tubman; Jade Pearce; Simone Kennett (Chair); Julian German; Keith Brown; Cynthia Calton; Sally Evans; Neil Bullen

Apologies: Rebecca Thomas; Nigel Hudson

1. Minutes of the Last Meeting.

Formal thanks were given to Keith, Jo and Neil for posting the patient surveys. Terese explained we have been having trouble with our BT connections at Tregony surgery which resulted in clinics being moved to Portscatho. This may affect the amount of surveys handed out in house.

We are still awaiting changes for the Health MOT to come into place. This should be around March so will be added to March's agenda. Terese said MOT's are to be targeted at 40-65 year olds with no outstanding chronic illness/disease on register. Appointments for the MOT will take around 30 minutes with a practice nurse and follow up with a GP must be attended for the surgery to receive funding. Again the issue was raised of over 65s not routinely being invited in. Terese reiterated that anyone can ask for a check up at any time and the surgery offer new patient checks routinely upon registration. It was felt that may be this should be publicised more.

Cynthia and Keith are attending a meeting regarding NHS 111 and this will be added to the February agenda.

Simone and Cynthia are attending a meeting regarding the time bank scheme and this will also be added to the February agenda.

Julian would like to know more about the issue of sharps collection which has been discussed. Jade will send the minutes of the meeting to Julian where this was previously discussed.

2. Arts for Health.

Feedback has not been received from patients regarding an arts for health project. The group decided that an arts based project would be best held over a 3 course session. Simone has volunteered to contact arts for health and discuss funding. Julian suggested that the Roseland arts fund may offer some funding.

3. Walking group routes.

Sue Day has been in contact regarding walking groups. She already has a ladies walking group set up in Veryan which walk for around 2 hours. The group is described as chatty and

will go to tearooms if one is on route. Well behaved dogs are also welcome to come along. The group asks for a 50p donation which they put towards good causes e.g. last time money raised was given to the children's hospice.

Sally mentioned the walking group in St Mawes which are a more serious group and walks are lengthy.

Jo and Sally would like to try and set up a more informal walking group for St Mawes and will aim for the group to start around March time.

Neil will aim to set up a walking group for Tregony as soon as possible. Neil has 2 walking routes planned and will give Simone the dates at the end of the meeting. Hopefully the dates will be in the next parish magazine.

Keith will speak to Peter Messer-Bennetts regarding walking routes around Gerrans/Portscatho.

4. Defibrillator Project.

Simone has spoken to Tina, cardiac nurse who contacted us regarding the defibrillator for Ruan. Tina has sourced points of contact for Ruan who can use the defibrillator. Funding for defibrillator projects can be obtained from the British Heart Foundation although this can be quite a lengthy process (they need statistical information on heart attacks for the area). Terese explained that anybody can use a defibrillator and having people trained to use one could be quicker than waiting for a first responder. It would be helpful to have medically trained people to be points of contact e.g. retired nurses. Gordon Campbell could be a good point of contact as would the first aid trainers in Gerrans/Portscatho Terese will enquire. Places to keep the defibrillator were discussed; a good place would be the harbour office for St Mawes. Julian said that a defibrillator at Veryan would be useful. Julian will bring this project up with the parish council in the hope of moving forward. This will be added to the February agenda for further discussion.

5. Communication.

Simone would like the group to be more widely communicated to patients on the Roseland. Terese said an up to date copy of the minutes is available on the surgery website. A file of the minutes is to be kept in each surgeries waiting room. A copy of the minutes could be requested by e-mail to Jade. Sally suggested laminating copies to put on each villages notice board.

6. Chairman's Report.

Due to this meeting being an AGM, Simone has written the following chairman's report:

It's quite interesting when you look back over a year and see what you have done – or not done!

We agreed a Purpose at our first meeting – this is it : to work with the Practice Staff to promote good health in our community by providing information, advice and support about health-related matters and services.

One of the first Meetings was with LINK - part of a national movement. It is a patient led group that supports the NHS and Adult Care to gather ideas about the best sort of service.

We were asked what we thought the particular problems were on the Roseland. We identified transport; major operations being done at Derriford rather than Treliske (which causes stress for both the patient and their family); changes being made within the NHS and also the problem with everything being online.

The Link organisation is changing to “Health Watch”. It is a conduit that enables us to pass on Roseland patient concerns to people who might be able to do something about them! We discovered that they will be looking at ways of accessing information e.g. by phone, in person, internet etc. They have also put together an advice booklet for patients being discharged from hospital. These areas were raised as concerns locally.

We decided to be more proactive with help for patients in with getting to Clinics. So we asked our patients to contact us if they did not have easy access to a car. We began work with Aged Care/TAPs through Fran Bennett in starting volunteer transport services on the Roseland One of our Committee has undertaken training to become apart of the community transport network.

Very rapidly we discovered that basic information was not getting through to patients in the practice. For example, Saturday morning surgery from 9 - 10.30 am although only by prior appointment. Likewise the survey told us that 30% of you did not know about the Repeat Prescription Service by email or that replacement batteries for NHS Hearing Aids are kept in the Surgeries. Other useful bits of information concerned contacting a surgery where if your local surgery line is permanently engaged then try one of the others because the computer booking system is linked across all three surgeries. In our report via the Roseland Magazine, we started to feature concerns from the medical staff – the number of wasted appointments for example Physiotherapy is the worst offender. The second most missed appointment is for the Non-Smoking Assessment.

We have been able to publicise the fact that the practice has access to Counsellors - from Outlook Southwest. We also have a drug and alcohol Counsellor. Patients are referred by their GPs

We started to include useful websites in our reports – for those with computer access. We are acutely aware that many of our patients could be disenfranchised due to no IT access. We haven't yet come up with a complete solution to that problem – but this file in each Surgery of the RM reports and our Minutes is a first step. We will also be asking patients if they would like a copy of the RSPPG Minutes or Monthly Report sent directly to their email address. The Data Protection Act means that patients have to give us their address for that particular

service, but it is not a difficult or time-consuming thing to do.

The patient survey results were invaluable and we were able to address more of the issues raised by the respondents. 81 people identified a need for Support in Chronic Disease for patients with the same condition, so we looked at the formation of a support group or volunteer system. Our first attempt to run a group for Diabetes sufferers failed as only one person turned up, but we are trying again and there is a meeting scheduled for next week in the Memorial Hall.

Passing on information about initiatives is an important service that we provide – for example, that a patient had kindly purchased a second 24 hour BP monitor for the surgery. I suppose we can hope there might be someone else out there who might feel similarly altruistic!

One of the major issues facing all GP practices in the country is the change in the structure of the NHS. This is incredibly complicated. We are trying to understand it and the implications for the way this practice operates and will be sharing that information as it becomes available.

Currently, the PCT who decides how NHS money is spent. But from April 2013 the PCT will be abolished and replaced by Clinical Commissioning Groups which are GP led.

This PPG will become very important as a conduit for passing information about the new CCG structures and systems.

There are 10 priorities for the Kernow CCG:

- Improving Lifestyle*
- Mental Health*
- Planned Care*
- People with Long Term Conditions*
- Organisational Development*
- Patient Safety and patient experience*
- Medicines Management*
- Learning Disabilities*
- Children*
- Urgent Care*

These will strike a chord with many of the Roseland patients. Patients should notice over time that they have more healthcare choices and more services are available locally.

Another speaker who came to address the group was the Director of Arts for Health Cornwall. Jayne Howard explained that Arts for Health is a charity based in Penryn and is independent from the NHS. It has been active for 7 years and commissions local artists and is also helped by volunteers. The group provides short experiences in various forms of art i.e. visual art, music, film and performance art. It is up to us to identify an area that might be of interest locally – unfortunately and despite asking no interest has been voiced to date.

*Our Roseland Magazine input continues monthly thanks to the vital support of the Editor and her team. It is a crucial conduit for ensuring that the work of the PPG is in the public domain. In October Rebecca Thomas wrote a very thought-provoking and reassuring article on **Disability**.*

We continue to share information between patients and the practice staff – for example, on the question of sharps disposal via the Surgery. Sometimes – as in this case there isn't a simple solution given the constraints of Health and Safety, but the issue has been flagged and no doubt someone some day will find a better solution than we have currently.

One of our successes was in putting on a one day Emergency First Aid training session part-funded through the generosity of the Regatta Committee. This course was very successful in Portscatho, but regrettably there has been insufficient interest in the other surgeries to justify repeating it.

Good health isn't just about keeping the body working effectively and efficiently but also about social health. We have discussed the idea of a series of meanders – gentle walks, in the area at no cost to the participants. This work is ongoing at this time. It will happen this year.

Our recent meeting concerned a Time bank scheme. Cornwall Commissioning Group is keen to have the service set up. This service provides volunteers who can give up some of their time to help people in need – not for payment, but for credit. You do 2 hours of gardening for me and I will do 2 hours of ironing for you! Two of our Committee will be attending the meeting in Truro next week to find out more.

*So we are trying to spearhead some initiatives and most importantly – to meet the purpose identified at the start of this report - **to work with the Practice Staff to promote good health in our community by providing information, advice and support about health-related matters and services**. If anyone reading this would like to contribute any ideas or time to help us, then we would be most grateful.*

I am also most grateful for the willing contributions of the members of this Committee – we are all trying to be representative of our community and work together to achieve that purpose. We are all volunteers and completely apolitical, but all sharing that same ideal of enabling the Roseland health service to be meeting the needs of its patients.

We are short of representation for the Veryan area, please contact Jade Pearce at Portscatho Surgery or Simone Kennett (580282) if you are interested in taking on this role.

7. Any Other Business.

Sally asked if reminders could be sent to patients regarding their appointments to cut down on the number of patients not attending appointments. Terese pointed out that we have tried ringing patients the day before in the past and reception do try to ring patients attending for

long appointments such as the IUD clinic. Physio appointments do seem to have a lot of non attendees and this has been pointed out on numerous occasions. Reception have previously tried to contact people regarding physio their physio appointment the day before but this seemed to make little difference.

8. Re-election of Chair.

Simone was re-elected as the chair for 2013, nominated by Keith and unanimously agreed by the rest of the PPG.

9. Date of Next Meeting.

The next meeting will be held on Friday 15th February 2013.

There being no other business the meeting was closed at 1.45 pm.