

Oldwood & Battle Surgeries Patient Participation Group

MINUTES

Date: Monday 15th October 2018

Attendees: Steve MacDonald, Alison Sarson, Sue Peters, Martine Blaser-Smart, Keith McPherson, David Daniels, Libby Looseley

Apologies: Geoff Thomas, Sam Moon, Annie Rodgers, Tanja Conway-Grim

1. Welcome and introductions

Steve chaired the meeting in Geoff's absence. A warm welcome was given to David Daniels who attended for the first time.

2. Patient Survey Results

Dr Sewell was required on call to see patients so it was agreed to postpone the patient surgery results to next month.

3. Practice Update

Libby provided a practice update:

- Staffing – the new Lead Practice Nurse, Heather Shepherd, has started working one day a week in October and will increase to four days in November. Nurse Claire Swaddling has been helping out during for the past couple of months and will be going back to enjoy her retirement in November. The practice is also recruiting a new receptionist two days a week.
- Health Improvement Grant – the practice has agreed to allocate £1,000 of the Health Improvement Grant to the PPG to spend on PPG activities. Ideas need to be approved by the practice and Public Health Team prior to spending to check they meet the grant criteria. The remaining money will be allocated £1,600 to a second BP machine for the new surgery in Robertsbridge and £800 to staff training on care navigation (as per the original business case for the grant). It was agreed to keep a spreadsheet of spend and for the money to be earmarked for the PPG in the surgery accounts. Keith McPherson agreed to act as the Financial Officer to oversee spend and Libby agreed to provide a copy of the spreadsheet for discussion at each meeting. Other donations were discussed e.g. from Parish Councils, patients etc. All agreed for these to be managed in the same way via the surgery account. Sue mentioned a charity she chairs that gives money to other registered charities. Agreed to put in a request for funding if we do any work alongside another charity.
- Care Navigation Training – Libby reported back on a new initiative for receptionists to be trained as 'Care Navigators'. This means they will ask patients for the reason for their call and if the patient is happy to give, they can signpost them to other services if more appropriate e.g. internally to a different practitioner or externally to another service e.g. pharmacist,

optician etc. The scheme has been very successful in Hastings and Eastbourne with positive feedback from patients and staff. Keith asked what would happen if the patient should have been seen by the doctor and Libby shared that all the providers are experts in their field and would re-refer the patient back to the GP if they felt more appropriate. All in support.

- Community Connectors – Libby shared that Community Connectors will soon be based in Battle Health Centre on Monday afternoons. They provide social prescribing, mental health and well-being support and links to specialist agencies or activities that can help with health/well-being, social networks, education/training, leisure activities, finance/debt, housing, employment and volunteering. More information can be found at their website <https://www.southdown.org/mental-health-recovery/community-connectors-east-sussex>
- Prescription pads for pharmacy and positive parenting/IRock – Libby shared another initiative whereby GPs can write social prescriptions to refer patients to the pharmacist or positive parenting/IRock which provides mental health support for 14 to 19 year olds. All were in support of this initiative too.
- Secretary for the PPG – Keith asked if the PPG were continuing to plan to pay a Receptionist to take the minutes. Libby shared that Sam Moon offered and was voted in as Secretary at the last meeting. Agreed to pay a receptionist if Sam is not able to attend. Libby is minuting this meeting.

4. Issues raised by patients:

Libby provided feedback on the issues raised by patients at the last meeting:

- Being invited for an annual health check when it happened earlier in the year – this could be due to the patient being on a 6 monthly review or the recall list not being updated. A new recall system was introduced last year to invite people on their birthday month and whilst there have been teething problems, over 85% of patients have been in for their reviews when required compared to 46% for the same period last year.
- Private schools – boarders in private schools are eligible for NHS services as residents in the UK. Sue asked if the schools are allocated to GPs and Libby has since found out that they are, Vinehall and Claremont both being linked to Oldwood Surgery. Both employ a school nurse. If pupils need to see a GP, they attend the surgery with a representative from the school.
- Stock piling medication – restrictions are in place to stop patients ordering too much medication by monitoring how many tablets they have been given and their prescribed dose. Stock piling does occur, however, when patients stop taking a medication or if they are on tablets 'as and when needed'. This is difficult to monitor as patients do not always admit to the GP they have stopped their medication. Spot checks are done when possible e.g. asking patients when they do their medication review or GPs checking supplies when doing a home visit. National guidelines mean any un-used medication has to be destroyed after it has been dispensed. It cannot be re-used or given to charity. David flagged that different companies have different numbers of tablets in their packs making it difficult to tally up if you take two or more medications. Agreed this can cause problems.

Agreed for future issues to be raised with Libby at the time they occur via email for her to resolve quickly and then feedback at the next meeting (unless an issue occurs just before the meeting, in which case bring it on the day).

5. Feedback from Hastings & Rother PPG and Rural Rother PPG

Geoff attends these on behalf of the group. Libby provided feedback following the discussion at the last PPG meeting that Kevin Katner, Chair of Rural Rother PPG, is progressing the work with Dr Mucci, Geriatric Consultant, to do talks across our area for the elderly.

6. Growing the PPG & Action Plan

Steve circulated a new document he has prepared for 'Action Plan 1 – Growing the PPG' – copy attached to these minutes. This summarises the actions to be taken to achieve the goal of making the PPG more representative of the patient list. All gave positive feedback and thanked Steve for his time in putting it together.

Section 1 identifies the community groups and who they represent. Steve asked for feedback of any he has missed? David suggested adding football groups, cricket, Muffins, Probus, Rotary, Bonfire Societies and the WI. ACTION: all to feedback any others to Steve.

Section 2 is to ask if a member of the community group would like to join the PPG on behalf of its members and act as the conduit back to the community to feed in/back to the group. Focus is to get more members for the AGM in February.

Section 3 outlines the action to promote the PPG and what it does e.g. poster, facebook, whatsapp, twitter. ACTION: Steve agreed to design a poster and research requirements for social networking. Sue suggested we write an article for the Battle Observer. Martine offered to write an article for the Villager in Robertsbridge. Alison suggested using the Robertsbridge Facebook page to promote what the PPG does and events.

Section 4 gives the two options for the community group of full representation or virtual. Virtual could be via email, WhatsApp or Facebook. All agreed to it would be good to have a WhatsApp group now and are happy to share their email addresses and telephone numbers to set this up. ACTION: Libby to share email addresses and contact details of those in attendance. If anyone else wishes to join this, please email Libby.

7. Date and agenda of next meeting

Monday 12th November at 7pm at Oldwood Surgery, Robertsbridge.

8. AOB

Ideas/actions – agreed to add this to the agenda for next month. David suggested the PPG do a map of where the defibrillators are located and offer sessions to train people in their use and basic life support. All agreed this would be good to do. ACTION: Libby to add to next months' agenda.

East Sussex Hospitals Trust and targets – David shared the Care Quality Commission (CQC) report for ESHT (Conquest, Eastbourne Hospital) which was highlighted on BBC news to be failing in its targets, particularly for cancer. Agreed to ask Geoff to bring this up at the next Hastings & Rother PPG meeting attended by Hastings & Rother Clinical Commissioning Group (CCG) who oversee the contract with ESHT and commission its services. ACTION: Geoff to take forward.