AGENDA 7th February Musters Medical Practice PPG

**Structure agreed for 2019 PPG meetings from AT’s paper at December 2018 meeting:**

1. Review minutes
2. Focus topic/s (identify as such on the agenda)
3. CJ or JP report back from the Practice e.g. main things that patients have been using the practice for in last 2 months
4. Paul/Mike report back from meetings with outside organisations e.g. Partners Health
5. PPG recruitment & development
6. Patient feedback
7. Summary of actions/feedback to other PPI groups/virtual group

**Agreed focus topics for 2019:**

Input from Tom’s survey done for CASTLE; ‘Basics’ and questionnaire; Mental Health, in particular children’s mental health; Be CQC ready; Common medical topics; Review of the year & AGM

**Attendees:**

Paul Midgley; Anne Toler; John Prestage; Chris Jones; Tom Wedgewood; Stephen Duckworth; John Burnett

**Guests:**

Maggie Usher (Carers Federation); Caroline (MMP Receptionist and Carers Champion)

1. Welcome and introductions
2. Apologies for absence, matters arising not on agenda, confidential items, declaration of conflicts of interest - apologies from Linda, Tammie, Wanda and Mike (John in surgery till 7pm)
3. Carer’s Federation (CF) overview

Maggie Usher (CF) and Caroline (Musters Receptionist, practice Carer’s Champion) discussed the importance of identifying and supporting Carers within the MMP patient population. We have >200 adults on our Carers register and several children too. It’s important to identify carers as they may need extra support, both practical and emotional, to ensure the cared for person has the best support possible and a safety net should the carer be unable to cope. We need to continue to look for other carers and offer support as the numbers above still massively underrepresent the true population of carers amongst the MMP patient population.

Idea – CJ to put the “Do you look after someone?” booklet into the practice welcome pack

Carer’s emergency card. Carer’s personal budget. Respite budget also available. New carers can get an assessment from County Council to assess support needs.

Carer’s hub provides ongoing support e.g. support groups etc (based on Pelham Street next door to CF) [m.usher@carersfederation.co.uk](mailto:m.usher@carersfederation.co.uk)

1. Minutes from December meeting and AGM approved as an accurate record. Actions reviewed –

* Patient Charter PM to send as future agenda item to Active chair, Kam Pentreath – done, will be added to 2019 agendas calendar **DONE**
* PM to send blank template to **LL**, SD and JB – done – JB returned **DONE**
* **LL, PM and WM to discuss with OL how to go about this and what’s the best platform to use to engage and host the views of young people - OUTSTANDING**
* **MP to send updated TV slides to include Disabled Go information** [**https://www.accessable.co.uk/**](https://www.accessable.co.uk/) **OUTSTANDING**
* Facebook group – ask Ruddington and Radcliffe for advice e.g. is it a closed group? **DONE** Radcliffe is closed group, Ruddington doesn’t have, Keyworth does have too
* **QPDM – make a standard agenda item to share good news stories (CJ now keeps a file of compliments etc to counterbalance natural focus on what’s not working/complaints (there are very few) – CJ - OUTSTANDING**
* PM to have access to Practice Website to upload meeting content onto PPG section **DONE** – CJ has access and has uploaded latest agreed minutes (Oct)
* Share the triangle diagram of Notts PPI in the emerging structures – PM - **DONE**
* **LL will do a spot F+F session before next PPG meeting (Dec or January).**
* **PM/LL to discuss with CJ. Draw up shortlist of engaging topics to bring to next PPG in Feb 7th - OUTSTANDING**
* **Good news story – Debbie in admin @ Musters MP won NUH volunteer of the year award for raising money for the breast unit (>£22k) – has old 30 tables for the evening coming up in May MP to put on TV slides - OUTSTANDING**
* WM and others keen to help more in between PPG meetings e.g. Blood pressure checking, use of other ‘active’ health education interventions – agree with CJ and JP what possibilities on Feb 7th agenda – PM to add to agenda – **DONE**

1. Let’s Live Well in Rushcliffe – Social Prescribing initiative (LLWIR)

JP and CJ covered what is involved and the potential benefits of the LLWIR initiative. See presentation below. Being able to refer to a Health Coach is helpful says JP. The long term benefits may be that suitable patients become networked into activities and groups that improve their wellbeing and reduce their reliance on the practice for ongoing emotional support. There was discussion about why rates of referral from MMP into LLWIR were lower than some other nearby practices and it was thought that our good patient accessibility means that patients are generally more satisfied (although pressure is building as word gets around and more people switch to register at MMP). Action – to flag LLWIR on practice TV slides (and flag up some of the activities they can refer patients into e.g. free Weight Management sessions etc



1. Preventative Healthcare

JP explained the value of prevention initiatives such as over 40s health checks. And other things like the AF screening the PPG has done at flu days. These initiatives can catch things early and help put in place lifestyle or drug treatments that can stop dangerous conditions developing silently then appearing later as a crisis health event e.g. stroke, heart attack etc. The new NHS long term plan is really pushing preventative initiatives and the PPG could and perhaps should have more of a hand in supporting patients to build their ability to stop their health deteriorating. We should discuss ideas in detail at a future PPG meeting and liaise with neighbouring PPGs eg CASTLE about using the café area as a health awareness area e.g. running workshops, having literature, etc, as well as using the TV for more focused campaigns. Initial idea included targeting specific groups e.g. expectant mums re healthy eating, cooking skills, healthy shopping choices, etc. Maybe offer first aid training to avoid people always calling 111 for simple things. See action below.

1. What are the main reasons people are attending the practice over the last month?

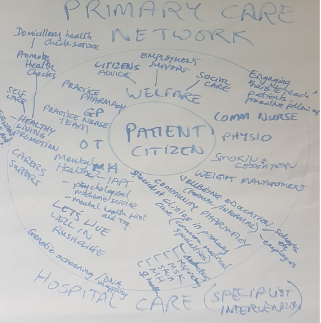
Flu (not as bad as last year) with associated worsening respiratory conditions (asthma and COPD); Low mood (e.g. seasonal affective disorder)

1. QPDM feedback from 31st January

Good event. Reviewed complaints. Linda Lowne attended from the PPG. As usual few formal complaints received over last year. Only one led to a family being removed from the practice list. Training on domestic abuse was very useful too.

1. Updates from outside organisations: NAPP, NHS England, GNTP, Principia MCP/PartnersHealth, Rushcliffe CCG Active Group & Patient Cabinet, Castle PPG

Paul shared a document from Rushcliffe Active group meeting earlier today about the development of Primary Care Networks. See below. And a photo of the flipchart diagram explaining some of the services likely to be provided across PCNs. This will lead to a wider offer for patients to access more health, care and wellbeing services in Rushcliffe which will support staying healthy and managing any problems without having to default to hospital care.





1. Recruitment to PPG/virtual PPG - young person/young parent/special advisor/others including Liv Lowne

Mike has made some progress trying to get access to Mr Bowie, head of 6th form at West Bridgford School. The new Patient Cabinet Teenage rep is a pupil here and will help Mike gain access to Mr Bowie to progress.

1. Correspondence/patient feedback/Friends & Family Test

Not much recent feedback through FFT, LL hasn’t done a session recently, but here have been some compliments and positive feedback including a recent sizable bequest leading to the purchase of a state of the art ECG machine which links straight into the EMIS system and is even better than the hospital equipment!

1. WM and others keen to help more in between PPG meetings e.g. Blood pressure checking, use of other ‘active’ health education interventions – agree with CJ and JP what’s possible

To be carried forward to a future agenda. See item 6 - Preventative medicine.

1. Summary of Actions agreed & key messages for Virtual PPG members, Practice TV, NHS Rushcliffe CCG Active/Patient Cabinet, WB Wire – 10’

* **CJ** to put the “Do you look after someone?” booklet into the practice welcome pack
* **MP** to add information on Carers support to the TV slides (and liaise with Nikki Lucas at PartnersHealth and Maggie Usher to obtain relevant content)
* **MP** - flag LLWIR on practice TV slides as there is also a self referral option
* **PM** – include prevention education as future PPG focus topic. Discuss with CASTLE PPG

Actions carried forward from previous meetings:

* **LL, PM and WM to discuss with OL how to go about this and what’s the best platform to use to engage and host the views of young people - OUTSTANDING**
* **MP to send updated TV slides to include Disabled Go information** [**https://www.accessable.co.uk/**](https://www.accessable.co.uk/) **OUTSTANDING**
* **QPDM – make a standard agenda item to share good news stories (CJ now keeps a file of compliments etc to counterbalance natural focus on what’s not working/complaints (there are very few) – CJ - OUTSTANDING**
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Check Out

– the newer members commented that it takes a bit of getting used to the NHS jargon but theyre getting there. We wish John Burnett all the best as he embarks on setting up a Diabetes Support group for Rushcliffe patients this month.

**Proposed** **dates of 2019 PPG meetings; 6pm on** 11 April (Mike to chair, Paul away), 6 June, 8 August (Paul away could move date?), 10 October, 5 December

**Potential future topics to consider**

* Antimicrobial Stewardship
* Supporting the Self Care agenda and developing a Health Hub for Embankment PC Centre (Education centre like in WB and Bingham libraries)**;** Patient self-help groups e.g. Dementia, Diabetes, Mental Health – publicise on Practice TV
* Disease focus e.g. Tele-dermatology, other PartnersHealth local service development initiatives