The Charnwood Practice

**PPG MEETING MINUTES**

**Date:** Saturday 9th March 2019 **Time:** 11.00am **Venue:** Section E, The Charnwood Practice – Internal Waiting Area

**Attendeed:** Michael Maxwell (MAX) Chair, Angela Macklin (AMM) – Practice Manager, Dr Mawby (AM) GP Partner, Dr Choudhury (MC) GP Partner, Patricia Davies (PD), Sue Kendal (SK), Howard Kendal (HK), Pradip Modi (PM), Minaxi Modi (MM), Juliana Hector (JH), Percyfene Thomas (PT), Charity Paige (CP) & Samuel Paige (SP), Kirsteen McVeigh (KM) - GP Partnership Worker at The Carers Centre in Leicester.

**Agenda**

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|  | **ITEM** | **DETAIL** | **ACTION REQUIRED** |
| **1.** | **Apologies received (MAX)** | Jagoda – unwell, Pat Davies – unwell |  |
| **2.** | **Matters arising from previous meeting minutes (MAX)** | One amendment required relating to pharmacy supply issues. Discussion was on government intervening and allowing pharmacies to dispense ‘EPIPEN’s’ up to 3 month after expiry date, not (as recorded in minutes) ‘Insulin’. |  |
| **3.** | **Agree previous meeting minutes and review action updates (MAX)** | Agreed, other than above amendment required. |  |
| **4.** | **AGM** | MAX suggested that as not all PPG members were in attendance and also due to time having a guest speak at todays’ meeting that the AGM was postponed until the next meeting in on Saturday 11th May 2019. All were in agreement with this proposal. |  |
| **5.** | **Practice Update (AMM)** | **Before starting the Practice Update AMM apologised for the re-scheduling on todays’ meeting and explained that the date clashed with a last minute overseas GP Recruitment Weekend that had required both Partners and myself to attend. Felt sure you would all understand the business need changing the meeting date so that we could attend - Successful outcome of securing a GP to join the practice which AMM went on to explain.**   1. **Staffing**  * **GP Team** – Had Vacancy for a 6 sessional GP since Dr Snodin left last September. National shortage of GP’s and particularly bad in Leicester to recruit. Pursued other options available to us. Practices across the city were offered the opportunity to be part of an International GP Recruitment Project that has had success in other counties across the UK. A company have recruited 15 for Leicestershire and we meet with them all and interviewed and gave back a shortlist of who would like to work with and the candidates also decided which practice they would like to work for. Recruitment took place over the weekend of the scheduled PPG meeting hence the need to re-arrange. Please to say that we have Dr Rasa Hampton joining us in July. From Lithuania. Part of the programme she is part of. A lot of support and input will be required by the partners to mentor and train, supported by external trainers (as we are not an official training practice). Will be with us for a minimum of 3 years and expectation that will take up to a year to be signed of and complete exams to become a fully-fledged UK GP. The management team are looking forward to the venture and its good news for the practice and our patients. * **Patient Services Team** – Have a new apprentice who started with us in January, Aisha Girach. Only 16 but adapted to the business environment really well with the support of the team around her. Also have another new team member joining us on Monday Halima Sattar who the Health and Social Care qualification and has most recently been worked as a carer visiting patients at home.  1. **Services –** None discussed 2. **Project Updates –**  * **Carer Awareness** – AMM introduced the Guest Speaker as Kirsteen McVeigh (KM). KM explained that she is GP Partnership Worker at The Carers Centre in Leicester and has been in contact with AMM over the last 6 months working on ways to support the practice with identifying Carers and promoting services available to them. During this time AMM had suggested that she attend the PPG for awareness. KM explained the importance of identifying carers and then it had been recognised GP practices were in a good position to support with this as carers often attend with those they care for. National figures 2011 when Carer Centre started their work was that on average practice Carer register had captured approximately 0.5%-1.5% of patient population. Now this has risen to 5%. This still means that a huge percentage of carers are still unidentified. Should be nearer 10%. Clarified that she was referring to unpaid carers such as family members including husbands who look after their wives who without them physically or mentally would not manage. Emphasised the recognised impact caring has on the carers own health. 40% higher mortality rates for long-term carers. Often the case that carers neglect their own health. KM also explained that carers have legal rights so important that they are identified so that they can have access to their rights. KM congratulated AMM on the practice approach to this with a new dedicated noticeboard and notices on all doors with the wording ‘Do you care for someone’ rather than ‘are you a carer’. Explained the Carer Service can offer other practical support for wellbeing & Health such as Manual Handling training and workshops with lawyers on Power of Attorney Matters. HK asked how they were funded. KM explained that they were currently funded by the City Council but as with many services the contract was up for tender and unsure what would be happening after the end of June. AM also mentioned the plans to introduce Social Prescribers linked to practices who will know a lot more about help available for carers and assist practices with this.Confirmed that someone would be providing a service and details to follow as soon as available. AMM thanked KM for attending as did PPG members and KM left the meeting. * **Medical Reviews** – Practice has been doing a lot of work around Medication Reviews in the last 6 months. Reviewing our processes and protocols. * **Compliance –** On-going work on this, investments in new and replacement items for the practice – new blinds in clinical rooms, locks of printers and review of our Waste Management protocol with the GDPR in place since 25th May 2019  1. **Formal Complaints –** Dealing with 1 complaint currently that was received via NHS England. Nature of complaint was Quality of Care. Have responded and awaiting outcome. Always welcome feedback and an opportunity to reflect and review, learn and make improvements for the future. 2. **Significant Events –** Figures and themes feedback at each meeting. Email though to look at next meeting. 3. **Practice Feedback -** None |  |
| **6.** | **PPG Patient Members Update (ALL patient representatives)** | 1. **City-Wide PPG Meetings attended –** None as no one has attended. 2. **Any other feedback from PPG Members** – None in attendance had any other feedback. |  |
| **7.** | **AOB** | SP & JH both thanked AMM for inviting in the guest speaker today from Leicester Carers Centre as had found extremely informative. MAX added that have had guest speakers in the past that haven’t really given much information to the group or much impact but agreed that he was quite blown away by contribution today, both as a PPG Member and on a personal level. |  |
| **8.** | **Next Meeting Date** | **Saturday 11th May 2019** |  |