



Prices Mill Surgery Patient Participation Group

<http://www.pricesmill.co.uk/ppg.aspx>

Part of
Nailsworth Health Partnership
www.nailsworthhealthpartnership.org

MEETING NOTES 21/10/2015

1. **Present:** Marilyn Miles, Alison Anderson (practice manager), Jo May (receptionist), Hazel Miller (chair NHP), Richard Easthope, Liz Green, Sally Millett
2. **Apologies:** Paul and Betty Young, John Miles, Kate Kay, Dr. Tom Herbert (Prices Mill GP)
3. **Minutes of last meeting.** Agreed as correct.
4. **Matters arising not on agenda**
 - Item 8.** Assisted Dying. Sally reported that this private members bill had been defeated.
Marilyn and Hazel explained how the PPG fits under the umbrella of the Nailsworth Health Partnership.
 - Item 9** Social prescribing is a sign posting service. Contact is Emma Horrell who offers appointments - 45 minutes long- at the surgery. Usually referred by a doctor but can be another health professional. Set up by the Clinical Commissioning Group. Take up has increased in the last few weeks. There will be some money available for evaluation.
 - Item 11.** NHS Health checks. Re-call system. Patients in the 40 to 75 age range are being called in for an overall health checks. The aim is to identify possible health problems early. Anyone in this age range who wants a health check can ask for an appointment
5. **Election of secretary:** Sally Millett had offered to fill this role. Appointed unanimously.
6. **Health Fair 26th September – PPG stand.** This took place in the Mortimer gardens as part of the monthly farmer's market. It was very well supported by local people who stopped to ask a lot of questions, took away information leaflets and there was some increase in membership. The taster events held in the Acorn School were well supported. Paul Hofman has created a questionnaire which will be sent out to all people involved with the health fair. The talk at the end of the morning also held in the Acorn School was very well attended. There will be a de-briefing meeting on 10th November.
There was also a stall next door to the PPG which was promoting Gluten Free products. There was a lot of interest in this. There is already a well established Gluten Free support group run by Jo Hofman as part of the Nailsworth Health Partnership group.
The health fair is held bi-annually. The walking festival is the other event

which is held in the alternative year.

There is concern that there is still a lot of people registered at the surgery who do not know about the two groups (PPG & NHP) and about what is available for patients. Both Web Sites offers a range of information including the Prices Mill newsletter.

7. **Changes to Practice Staff.** Alison gave us the sad news that she is leaving in a month's time because of health problems. We will all miss her. Interviews are taking place for her replacement on November 12th. She explained that her role has changed slightly from when she first arrived and she is supported by an Operational Manager - Sara Eckersall and a Business Assistant – Trish Creedon. Kate Counter the diabetic nurse has left to work in Gloucestershire Care Services Trust. She is to be replaced by Julia Woods who is also a very experienced diabetic nurse practitioner.

8. **Role of the PPG.** Sally raised the question about patients knowing what was available at the surgery. She had been approached by a patient who had travelled to Stroud Hospital to get replacement hearing aid batteries and was asking if this could be done at the local surgery. Alison explained there is a service run on a 3 monthly basis –with the hope of this being increased in the near future-. It offered cleaning of tubes and replacement of batteries. Patients needed to contact the surgery to make an appointment. The cost is £2.50 which goes to the Gloucestershire Association for the Deaf. It is also an option to send the brown record book to Gloucester Hearing Aid services who would then return it with packs of batteries. Currently Beeches Green surgery also offers a replacement battery service but this may be withdrawn in the near future.
There is also a private Podiatry service available at the surgery.
Our current registration of patients is 9000. We discussed how to try and inform patients what is available at the surgery. It was suggested the news letter could be put into the Town Information Centre, also up in the Arkell Centre. We could also use Nailsworth News - perhaps doing a- "You said We did" style of presentation.
It would be valuable to increase our membership of the group in order to get feedback which in turn could improve services where this was needed. Outreach work is very difficult to achieve as there is a need for access to patients records.
Another suggestion was to do a display at the Nailsworth Festival event, in May next year, which is always a big event.
Alison questioned whether the staff at the surgery actually knew about the PPG and NHP and its purpose. Jo and Alison are going to do an information slot at the next team meeting.
There will be another annual survey sent out in April next year and one of the questions could be How do you want to be kept informed about developments/changes at the surgery. There are two well established groups one Senior Citizen club at the Arkell centre on a Thursday and one at Concord on Mondays. There is also an Alzheimer's group run by Jo Smith. Both areas where information could be given.
There is concern about reaching out to the young people
Two suggestions to try and address this

- A. use the junior neighbourhood scheme being run at the Youth Club
- B. Invite small groups of youngster to come and look round the practice and possibly meet the doctors and staff.

Liz Green proposed we should be involved in protesting about some of the changes being made to the NHS. The general feeling was this isn't something we could do as a group; it would have to be individual members

9. **The Way Forward.** We spent time reviewing the original aims of the PPG (described in Appendix 1). In general it was felt they were still fit for purpose. Our main concentration needs to be developing our communication network so that we reach the widest possible audience.

10. **Date of next meeting:** 9th December 1.00pm to 2.30 at Prices Mill Surgery

11. Suggestions for Agenda

A talk by Claire Yanek from Corinium Care.

Invite local businesses?

Invite one of the doctors to attend

Voluntary car service for hospital and doctors visits. Liz to bring her report ref. Minchinhampton's scheme

Appendix 1. Aims of PPG as originally agreed.

This group has the following aims:

- To create and improve two-way communication between patients, the Practice and the community we serve
- To bring a sense of partnership between Practice and patients
- Provide an avenue for patients' input in the way facilities and services are planned and executed
- Provide constructive two-way feedback on patient and community needs, concerns and interests
- Support the Practice in good health promotions, preventative medicine and health literacy
- Collect patient opinions and experiences to help the practice to evaluate its services
- Communicate to the practice community and/or the wider community