

**Woodlands Patients Voice
Meeting Minutes**

Wednesday 9th November 2016

Present : (12) Group members

(2) Practice Representatives

Apologies : (1) group member

1. Welcome and Introductions

The Chair opened the meeting. A warm welcome was extended to new member.

2. Presentation – Judith Whistler - Self Care Hub

Judith asked to attend the WPV meeting in order to raise awareness about the Self Care Hub. The Self Care Hub is funded by the Clinical Commissioning Group (CCG) based at Ashfield Health Village and aims to support patients in Newark and Sherwood and Mansfield and Ashfield. The service provides (mainly telephone) information and signposting about services in the community for anyone 18 years and over, to support health and wellbeing eg for socially isolated/lonely patients, they can provide details of befriending/friendship groups/craft groups to improve mood.

It is essentially about promoting self-care by advising what is out there and encouraging patients to take responsibility for their own health. Patients are given time and an opportunity to speak to a human to establish what their needs are and they can discuss a range of issues such as accessing benefits/financial support. Follow up calls from the team occur after two months.

Judith reports the biggest stumbling block for most patients to take advantage of the service is taking the first step, with many patients lacking the confidence to attend events and activities. In response, the CCG have asked the Hub to promote volunteers to support patients using the current volunteer pool.

A survey done on voluntary services in recent years indicated there are 4600 + services out there and the Self Care Hub team are widely networking to find out more about them, to hold the information centrally. Judith provided a copy of the 2016 Self Help Groups booklet for the group, who agreed it would be useful to have one in the waiting area. Trish reported all GPs and the practice typist has a copy.

The Self Care Hub team hold events to raise awareness in particular areas such as cancer and diabetes (Flyers issued for next week's event at Oak Tree Lane) and are holding a self-care awareness event at Ashfield Health Village which includes a taster on chair based exercise and promotion of self-care. The group were interested to hear that the Self Care Hub team can facilitate health events which might be helpful to WPV in future plans.

There is a web site to search for support that they update regularly and are keen to hear of other groups that could be included in their information resources.

K to provide details for the coffee mornings and F, her bereavement support service.

Judith was asked how the broader public get to hear about the service. The team are visiting practices, promoting by word of mouth, hosting events and using media resources – radio/leaflets/posters. (Ring Hub for resources). Judith reports that Woodlands show more information about the service than most practices. Practice Manager (PM) to check information is in the media board presentation and to include in a future newsletter to further promote the service.

3. Minutes from 14th September approved.

4. Matters Arising

a) Mock CQC Visit

Following on from PPG involvement in the mock visit, thanks to PPG members M, D and B who attended on 13th October when the CQC visit took place. All found the visit an interesting experience and were pleased to support the practice in this way. The visit went very well and at the end of day feedback session, the inspectors agreed they had found it very difficult to find anything negative to report on. Advised that the draft report would be with the practice for comment in three to four weeks. Nothing heard as yet and it will be four weeks post visit tomorrow....

b) Notice Boards

Nothing inspiring from the national calendar of health promotion events for November, so V plans to continue with the arthritis and blood pressure poster campaigns that have proved so successful. Arranging another day in practice for notice board management.

c) Seating

All approved the sample chair with arms and agreed that PM should place an order in black wipe - clean vinyl. Discussed using armed chairs alternately, to support patients to mobilise on both sides.

d) Joint initiatives with Brierley Park PPG

Group member D had attended the pre-diabetes education event at Brierley Park where Woodlands had been offered 15 places. Patients had been identified as at risk by the GPs (where a discussion had previously occurred with the patient about this) and they had been telephoned with course details. D reports the event was well attended by Woodlands patients. He found the course greatly interesting, if a little frightening, in terms of where sugar was hidden in staple diet items. He felt it would have been useful to have been provided with copies of the presentation to take away. To feed this back through Brierley Park PPG.

e) Patient Survey

Huge thanks to B who had worked tirelessly in the practice to promote the survey and support patients in completing the forms. B had also uploaded the responses into the practice spreadsheet ready for analysis.

The group discussed targeting patients who did not attend regularly in order to get a rounded and representative view from the practice population – perhaps including with other information such as invites for annual reviews etc to save on postage. To prepare a cover letter to explain that some questions may not appear relevant, but needs to be a uniform presentation for the analysis to be meaningful. To provide SAE. PM advised the practice can run searches to identify patients who had not attended within a specific time frame to support this activity.

K reported receiving a letter about a drug change from the practice, but this had arrived *after* she had collected a prescription which included the changes. PM advised the CCG Prescribing team work in the practice in this area and she would pass the comments back. Apologies – this should not have occurred.

f) Flu Clinic

Went very well – approx 650 vaccines given on the day – slightly fewer than normal, but many had been given within GP appointments prior to the Saturday clinic. Thanks to all group members who were in attendance ensuring things ran smoothly and also to F for providing the fabulous cakes. PM reported that at least 100 Woodlands patients had attended local pharmacies for their flu jabs. Discussed the implications for the practice – we buy in the vaccines not knowing how many patients will take the vaccine up/go elsewhere so could easily run at a loss and both the chemist and the GP get a fee from NHS for performing the vaccination. The group suggested letting patients know the impact of this on the practice - perhaps in the newsletter for next year's campaign.

g) Christmas Food Bank Agreed to have collection bins in the practice for contributions of Christmas treats to deliver to the Magdalene Centre rather than make up our usual treat boxes. K reports the food bank run and “extra's table” for clients to pick an item for themselves.

5. FC – newsletter, practice accessibility and usage.

M reported queries from patient via the WPV email account in relation to her visual impairment. Has difficulty accessing the newsletter on line and concerns about accessing appointments, eg seeing call board. For the newsletter, this could be provided in large print or K reports she uses a screen reader – M to direct patient to K who is happy to support. Also queried how attendance in the practice would be managed/supported. PM reports that since the Accessible Information Standard was introduced in July, the practice is obliged to record any communication issues that patients might have. This information is then recorded to the front screen of the record and is in full view once the GP opens the record. However, this information is not evident to the receptionist when making appointments, but if patients make staff aware of any difficulties, the receptionist can make arrangements and put a message on the appointment screen for the doctor – eg patient visually impaired – please collect from waiting area. M to advise patient.

6. AGE UK Connect Service

M reports recent contact with this service and wanted to feedback to the group. He reports a very positive and seamless experience where they provided signposting and advocacy. SR from the practice had made the initial referral to AGE UK Connect, whose services the practice uses widely. AGE UK Connect is now not just supporting the over 50's but also supports anyone aged 18 and over to remain independent in their own homes. All Age UK Connect staff have had training as "Dementia Friends".

7. E-Service referrals

M queried a letter his parents had received which he believed to be a scam letter. Other group members recognised the format as a communication relating to a "Choose and Book" referral for a hospital appointment. M agreed to provide the original document and the practice would investigate.

8. Paige Bramley – Step by Step Project

Run by Ashfield Voluntary Action, this new service aims to support patients in Mansfield and Ashfield with mental health difficulties. Would like to attend a WPV meeting to let us know more about the service. Agree to invite to January meeting. M to arrange.

PM asked whether one of the group might feel able to produce a summary of guest presentations for inclusion in the practice newsletter in order to share the information across the practice population.

9. Any Other Business

i) NAPP Bulletin - recently emailed to the group and hard copies provided tonight for those without email.

ii) Thanks - B wanted to express his thanks to the Woodlands team for the warm welcome while he has been working in the practice for the last five or six weeks. He has enjoyed his time with us, appreciated our sense of humour and felt we looked after him very well. PM to share this with staff.

iii) PPG Chairs meeting - to be held at Ransom- Chair and Vice Chair attending. The focus will be on the Friends and Family Test and engagement with the CCG.

iv) Network News - (August edition !) just arrived in practice and circulated. Only one event date not expired ! To feed back at the chair's meeting next week. Remaining copies for waiting area.

10. Next Meeting : **Wednesday 11th January at Woodlands**
 Speaker 5.45 – 6.00pm
 Meeting business 6.00 - 7.00pm