

**Woodlands Patients Voice
Meeting Minutes**

Wednesday 17th January 2018

Present : Patients

David, Kay Y, Val, Michael, Ann, Janet, Mary, Sylvia

Practice Representatives

Patricia Brown (Practice Manager and WPV Secretary)

Dr Das (GP)

Apologies : Mick, Fiona, Kay W, Jean and Joanne

1. Walking for Health

Keith Wallace, representing the Mansfield and Ashfield branch of the national association Walking For Health, attended the meeting to promote the local service.

Fortnightly walks started three years ago and interest has built up. Organised walks now run five days a week, Monday to Friday and one a month on a Sunday. The first Friday of the month is a history walk around town. Each 90 minute circular walk starts at 11am and finishes 12.30pm with a stop at a café/pub for a drink. Anyone interested in walking can just turn up at the starting point, but will need to “register” at their first walk. All but the Tuesday walks have a shorter route available. Walker numbers vary but all the walks are well attended. Some walkers come with their carers. Well behaved dogs on a short leash are welcome.

In addition to the daily walks, monthly evening walks are held every Wednesday from March and a night walk around Newstead is planned for Saturday 23rd June. More challenging events happen throughout the year such as a 10k or 10 mile challenge. The walks have opened up a social programme alongside for registered walkers.

A number of Mansfield and Ashfield practices showed interest and have promoted the walks in house and provided volunteer support for the walks. There is a general leaflet for all the local walks. Ashfield Medical and Brierley Park practices now have tailored leaflets for their practices for the more local walks.

If the practice is interested in participating, Walking for Health are happy to support and provide walk leaders initially. Walking for Health’s Liability insurance covers all walkers. The PPG members had previously discussed the possibility of organising a mums and buggies walk in an effort to promote the PPG with younger patients. Keith felt this could be explored and possibly utilising the walking routes in and around the estate. For the group to discuss all walks further, but perhaps canvass interest with posters at Sure Start/with midwife and health visitors/in the practice.

3. Minutes of last meeting

8th November 2017 minutes approved.

4. Matters Arising

a) Snapchat/Instagram - still to discuss with Dr Pound, but not keen on interactive Facebook page for practice, though not averse to WPV using any social media to promote the group.

b) Collaborative initiatives

No date set for the Prostate Cancer event with Brierley Park (BP) as yet.

c) Extension update

NHSE funding may now be pulled – as 80% of invoices should be presented by end of March. Due to a number of delays along the process, this is not achievable. We have provided a timeline of the delays which may be taken in to account.

d) GP Access (8 til 8 and Saturday opening)

Going OK.

e) MJOG

Investigated why Kings Mill do not experience same issues when patients are trying to reply to sms messages. Kings Mill do not use same clinical system and issues appear to be with the SystemOne interface and therefore cannot be helped.

f) Website

Kay had fed back favourably after trying the demos – to go ahead with the update.

g) Waiting Room Media Screen

Requiring update again to reflect new staffing.

h) Outer door and waiting room chairs

Staff reminded of previous agreements – open outer door from 8am and waiting room chairs with arms to be placed to benefit as many patients as possible.

5. Smoke Free (Val on behalf of Kay W)

Val report the January/February health promotion calendar includes smoking cessation, reducing alcohol intake and to promoting healthy lifestyles.

Group member Kay W is a Smoking Cessation Advisor for Smokefree Nottinghamshire and in her absence, Val shared information about current smoking cessation services available for the practice to consider. Dr Das/Trish reported that the practice nurses had previously been involved in one to one support/issuing nicotine replacement therapy vouchers and the practice had previously hosted a weekly clinic but both these options had been withdrawn by the current service. Happy to host again though room availability might be an issue currently. Trish/Ellora to discuss in practice and let Kay know what level of the service is required. Val happy to organise the

promotional material as part of the poster campaign management. We discussed the possibility of the service's involvement in a future health awareness day as this had been asked about by patients attending our previous event. Val to feed back to Kay.

6. ACO (David)

David shared a document from The Kings Fund explaining the role of Accountable Care Organisations (ACOs) and their direction of travel. Broadly, ACOs build on previous efforts to integrate services in the NHS, drawing on experience from health services in other countries. Eight pilot areas across the country are set to involve GP Practices delivering care (or as a network of GPs) and local authorities as providers and commissioners of services. These schemes are being referred to as population health systems. There is no single model to this activity and local context is shaping the approach taken in different areas. Dr Das reports that whilst not a pilot for ACOs, in this area work is already undertaken by "PRISM" teams serving patients within Federated groups of practices, involving multi-disciplinary teams (specialist nurses/OT and Physio/social worker etc) looking to support patients in their own homes to prevent hospital admissions and for those within hospitals to aim for safer discharges, by providing health and social support.

David reports of Vanguard work being undertaken in Wiltshire where a Drop In Café for mental health patients has been established, staffed by mental health practitioners which has prevented A&E attendances.

Kings Fund information was circulated to the group.

7. Practice Update

Trish reported that two Practice Nurses and two Receptionists have recently been recruited in response to vacancies. In addition and alongside the current rotation, the practice has been allocated another GP Registrar, due to start in February.

Group members have experienced issues with the patient call boards not identifying which room to go to – seems to be related to GP Registrars only. Trish to investigate.

Trish reports that patient registrations for on line access are increasing.

8. A&E / GP (David)

David reported on a recent study by two UK universities who have concluded that the statement that patients attend A&E because there are no appointments with their GP is an urban myth !

9. PPG Chairs Meeting / CRP Update (Val)

Val reports the Christmas Do was held at the John Fretwell Centre – trying for a more central venue next year.

The Ashfield and Mansfield PPG Chairs meeting was held last week and included a discussion about GP Access to see how practices were doing. Extending the role of PPGs using technology to establish “virtual groups” was also discussed. This would involve using website Tutanota.com which Practice Managers would need to administer/manage passwords etc. Skegby Family Medical Centre already have 28 virtual members. The Chairs also discussed the key issues that might affect PPGs; how best to gather information on patient experiences and the role of the PPG in bringing patient views for discussion; how they could engage patients more/get their opinions. They are keen on hearing patient stories for governing bodies to thrash out/establish learning points.

Val mentioned that the COPD event report has just been completed and there may be some implications to discuss next time. The Young Persons event report is not completed as yet.

Changes to Clinical Commissioning Groups are afoot. An independent company looked at the governance arrangements and committee structures and it has been agreed that there will be an amalgamation of CRP, SRG and the stakeholder reference group in to the Patient and Public Experience Committee. This will reduce costs by having one over-arching body covering both Mansfield and Ashfield and Newark and Sherwood. Terms of reference are being worked up and changes will be implemented from April. CRP Chairs are concerned that this change will mean a loss of locality focus.

10. Any Other Business

i) Foodbank

Kay Y reported that the practice Christmas donation to the Foodbank was gratefully received.

Kay shared that a local school had stuck stars on a Christmas Tree and pupils had “picked” a star. On each star was the age and size of a child who they then bought a Christmas gift for. (?)For consideration next year.

ii) Self Care Event

The group are keen to arrange another event. Agreed to plan from the March meeting.

iii) Expenses

None requested

iv) Room 7

Unable to see the room number from the waiting room chairs - Trish to investigate further signage.

Date of next meeting : Wednesday 14th March 2018 5.30pm to 7pm