

WATERHOUSES MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP

Minutes of the PPG Meeting held on Wednesday, 16th July 2014

- 1) **Introductions by the new Chair, Mr Wyn Reilly:** It had been suggested at the last meeting by Wyn that name badges be worn to easily identify all members. Michelle issued these.
- 2) **Welcome to:** our speaker today, Mrs Lisa Burrows and a new PPG member, Mrs JD a warm welcome to you all.

Present:

PPG Members – Mr Wyn Reilly (Chair), Mrs JB, Mrs JD, Mrs AH, Mrs MH, Mrs BJ,
Mrs SN and Mr MR

Practice Staff – Mrs Kate Robotham (Practice Manager),
Michelle Wilton (PPG Secretary) and Cathy Tideswell
(Receptionist/Administrator and Care Link)

Speaker – Mrs Lisa Burrows from North Staffs Carers Association

- 3) **Apologies:** Dr Tiguti (annual leave), Dr Ferguson (other commitments), Mr IW and Mrs Clare Cooper (Community Minibus Secretary)
- 4) **Minutes of the last Meeting:** Kate briefly went through the minutes and it was agreed that these were a true record of the last meeting.
- 5) **Matters arising:**
 - a) There was nothing to report by PPG members from the patient population.
 - b) Due to work commitments, Michelle has not yet been able to produce a Practice Newsletter but is hoping to start on the Summer edition in the next few weeks.
 - c) Specialist Diabetic Nurse – has now been holding her own clinics at the surgery and has a few more weeks to do.
 - d) Hospital follow-up Appointments – Kate explained that the hospitals we refer to – UHNS, Derby and Macclesfield – all use different clinical computer systems. However, one or two problems seem to have been rectified as far as calling patients forward for review/follow-up appointments. Kate will monitor.

- 6) **Lisa Burrows, Primary Care Link Co-ordinator from North Staffs Carers Association**

- a) Lisa introduced herself and explained in brief what the North Staffs Carers Association (NSCA) were and their role. Lisa is part of the link team for the North Staffs Carers Association who cover the whole of North Staffs. Julie, Lisa's colleague covers the Staffs Moorlands but unfortunately couldn't come today. The message today was that ***'you are a carer if you have to do anything for someone else that they can't do for themselves - (parent, grandparent, sibling, child, neighbour or friend)***. There are numerous projects, charitable donations and some funding from the government in order to support 'informal carers'. There are activities such as workshops, craft days and they have a complementary therapy room for Indian Head massages etc. One-to-one support can be arranged. Last Christmas for example, a group of Carers were taken for refreshments at Trentham Gardens which was a welcome respite from their caring duties. There is even a caravan at a Haven site in North Wales to offer Carers a break which is subsidised at a cost of £110.00 in term time and £120.00 the rest of the year; there is however, quite a waiting list for this though.
- b) There is also something called the Lloyd's Project which is funding the bank alongside lottery funding enabling continuing care once the cared for person has either passed away or gone into permanent residential care.

- c) The hardest thing to get over is that a lot of people don't recognise that they are in fact a 'carer'. Maybe surprisingly, 42% of informal carers are men.
- d) Julie, the contact for the Staffs Moorlands, is currently looking at extending the service to the new Community Centre at Haregate, Leek to cover our area as it's recognised that it's difficult for people from the Moorlands to travel to Fenton. It was asked how the referrals/areas be designated and Lisa explained that it was down to which authority the individual's council tax was paid to – for us in our area, it would be SMDC.
- e) We have a dedicated notice board in Reception for the NSCA and our Receptionist/Administrator, Cathy Tideswell is the link from the Practice. Lisa went through one of the information packs and outlined what it contains, including a referral form or a referral can be made over the phone. Cathy is due to attend a training session next week for updates on the service. Noticeboard to be updated with new packs (Action - CT).
- f) At the Carer's Centre based in Duke Street, Fenton – there is a Carer's Support Group who goes through all referrals and applications weekly, and will sort the level of help/support required and if necessary, arrange for a Support Worker to visit the carer. They also have a Mental Health Support Worker. Children Carers going into adult-hood who may have missed time off school through their caring duties, can be helped with anything from education issues, help with CV's and applying for further education etc.
- g) **It is therefore important for carers to be identified and registered.**
- h) It is so important to raise awareness and all agreed that we would promote further the work of the NSCA. Michelle wondered whether this could be passed on to local groups – such as the Luncheon Club and WI? All agreed a good idea. Kate added that this promotion would count as one of our 3 'actions' we need to highlight which have been raised at our PPG this year, as required in order to meet a funding target. Action - KR

7) **Any other Business:**

- a) Appointments and Waiting Time – Kate said that she had been closely monitoring the appointments system and waiting time in the waiting room. Explained what had been happening of late and in an effort to reduce waiting time, to ask that patients see the doctor with one issue only and if there is more than one problem, to make a double appointment.
- b) DATIX System – Kate briefly explained what this new system is in that she can use it as Practice Manager to highlight any problematic areas within the health system – eg. If there was an issue with an ambulance booking – it could be used to access West Midlands Ambulance in order to report the problem etc.
- c) Hearing Aid Users – Michelle handed round information from the CCG outlining proposals to the change of funding for NHS hearing-aid users. The proposals are:
 - NHS Hearing Aids would no longer be provided for adults with low or moderate age-related hearing loss;
 - These patients would still be eligible for free NHS hearing tests;
 - Adults with severe or profound hearing loss would remain unaffected;
 - Adults who currently have hearing aids will not have them taken away;
 - Adults with moderate hearing loss would become eligible for hearing aids if their hearing deteriorated.

However, before any decisions are made on the future of this service, the CCG would like to know your views. Go to www.northstaffsccg.nhs.uk/hearing-aids or to see the full 'Policy on the Prioritisation of Healthcare Resources' visit www.northstaffsccg.nhs.uk/policiesnorthstaffs ... Alternatively, we have printed off copies of the questionnaires for those patients unable to access the internet. IT IS IMPORTANT THAT IF YOU FEEL STRONGLY ABOUT THESE PROPOSALS – YOU SUBMIT YOUR QUESTIONNAIRE BY 31ST JULY 2014 to:

FREEPOST Plus RTAA-XTHA-LGGC, Communications & Community Relations,
Staffordshire CSS, Heron House, 120 Grove Road, Stoke-on-Trent, ST4 4LX

- d) Students/Training Doctors – we have not been allocated a trainee doctor this academic year but should have a 2nd year SC2 with us in February 2015. This is a qualified doctor who is in their second year of GP training who will be able to hold their own surgeries under the monitoring and guidance of Dr Usha Tiguti.
- e) Unplanned Admissions Enhanced Service – Kate explained that we offer a new service for patients who are deemed vulnerable and in danger of hospital admission eg over 90 years of age, suffering several long term conditions or are palliative. Individual care plans are put in place for these patients and are reviewed regularly.
- f) Telephone Numbers of PPG Members willing to be contacted – PPG members who kindly agreed to have their telephone numbers displayed in order to be contacted were still happy to do so. There has been no contact from patients to those PPG members present. *(Telephone numbers once again listed at the bottom of these Minutes)*

8) Date and Time of Next Meeting:

Wed, 15th October 2014 Keele University – Polymyalgia Research Programme
Wed, 21st January 2015 Elizabeth Jarrett (Community Engagement Lead for North Staffordshire) from Healthwatch Staffordshire (formerly LINK)

PPG Members who are happy to be contacted

Mr Wyn Reilly Tel: 01335 324127 Mrs Annis Hall Tel: 01538 309922
Mrs Bridget Johnson Tel: 01538 266373 Mr Malcolm Robinson Tel: 01538 304322