

# WATERHOUSES MEDICAL PRACTICE

## PATIENT PARTICIPATION GROUP

**Minutes of the PPG Meeting held on Wednesday, 3<sup>rd</sup> February 2016 at 1.00pm**

**at The Hub, Waterfall Lane, Waterhouses**

**Present:** PPG Members – Mrs AH, Mrs MH, Mrs BJ, Mrs SN, Mrs RO, Mr WR and Mr MR  
Practice Staff – Mrs Kate Robotham (Vice-Chair) and Michelle Wilton (PPG Secretary)

- 1) **Welcome and Introductions by the Chair/Vice-Chair** – Kate thanked everyone for coming today and thought it useful to see The Hub (for those not familiar with it) as to how we could use it for the forthcoming Dementia Awareness talk in March (see below).
- 2) **Apologies:** Mrs JB, Mrs CH and Mrs YP
- 3) **Minutes of the Last Meeting** – Everyone had received a copy of the last minutes of Wednesday, 2<sup>nd</sup> December and these were unanimously agreed as a true record.
- 4) **Matters Arising**
  - a. **PPG Chair** – Rachel Overton has kindly agreed to step into the role of Chair of the PPG. Michelle pointed out that she was a perfect candidate as her links and feedback from the Patient Congress and Patient Locality Group put her in an ideal position to take on this role. Kate asked all members present if everyone was in agreement and 'stood down' as Vice Chair and thanked Rachel on behalf of everyone for taking over.
  - b. **Practice Extension** – Kate said that we were now well into the build and things are pretty much on track at the moment. She had had a meeting with the architect and builders and everything was going to plan. The roof trusses are coming next week and then they will start work on the staircase. We were still having one or two issues with Peak Park Planning over a number of things including - roofing tiles (having to be specifically 'Staffordshire Blue') and quoins (corner stones to the extension). We had sourced reconstituted stone which looks like real stone but Peak Park wanted real stone which increased the build by £3,500. Mr MR said that he knew a builder very well who had used a lookalike Staffordshire Blue tile at a community build project locally at Bradnop and said that he could find out from him where he had had those from? Kate said that might be useful (*Coincidentally – he phoned at the time of typing and passed on these details*). The existing windows need to be replaced to match the new ones upstairs. Discussion followed. Kate confirmed that in order to retain as many car park spaces for patients, staff were parking at The Pavilion car park off Portland Place. Notices were in place (waiting room screen, foyer and the doors into the Surgery) saying to keep the Disabled space at the front free for that purpose only and for ambulances and apologies for the noise during the build which is unfortunately out of our control. Action – Mr MR/KR
  - c. **North Staffordshire CCG Patient Congress** – Mrs RO.  
Primary Care Strategic Delivery Plan – 'Have your Say' – Mrs RO handed me a copy email she had received which is self-explanatory (attached). She explained that there was an online survey which could be done which was very user-friendly – to complete, go to [www.surveymonkey.co.uk/r/healthwatchstaffsPrimaryCare](http://www.surveymonkey.co.uk/r/healthwatchstaffsPrimaryCare) If you need any help in completing, contact Healthwatch Staffordshire on **0800 051 8371** or Healthwatch Stoke-on-Trent on **01782 683080** for more information.

Notable Date coming up in our area is on **Tuesday, 1<sup>st</sup> March 2016 at Churnet Room, Moorlands House, Stockwell Street, Leek, ST13 6HQ at 2.30pm-4.30pm.** To book a place visit: <http://bit.ly/PrimaryCareStrategyLeek>

- d. **Moorlands Rural and Werrington Patient Locality Group.** Mrs RO kindly attends these meetings on our behalf and her input is extremely valuable and appreciated.
- Cheadle Hospital - She reported that UHNM were taking over a ward at Cheadle Hospital to accommodate the local population as an overspill from Stoke. The GP's from The Tardis Surgery in Cheadle were covering the GP-led care of patients there. Cheadle Hospital is going to be designated as a **Hub** for GP's in the Locality. Clinicians are now manning the phones again mainly for the 4% list, to provide nursing cover, visits to care homes etc.
  - Hearing Aid Provision – Mrs RO explained that the new policy and guidelines for hearing aids was now in place for those with mild-moderate hearing loss.
  - Orthotics – North Staffs Orthotics have now moved from The Haywood Hospital to Newcastle.
  - Mental Health – It was generally felt that there was a need for easier access for children with mental health issues. Kate confirmed that this was an area, especially when a diagnosis of autism is involved, where there was a long wait from referral to actually being seen. Mrs BJ reported that there was a big move to improve the children's sector, however, she wondered if there could be better signposting for how to get in touch? We should have a Patient Hotline number on display (Michelle to check); it was confirmed that we have on the waiting room screen, the details for North Staffs Wellbeing and how to self-refer. Michelle confirmed that those patients with mental health issues usually had contact numbers of who to contact in a crisis – including those of their designated CPN and the Ashcombe Centre and The Harplands etc. Action – Michelle to check our resources
  - Haywood Hospital – is now not open though the night and we wonder if any other Walk-In Centres have changed their hours? Action – KR/MDW

**5) Public Health Project – Dementia Awareness – Thursday, 24<sup>th</sup> March 2016 at 1.00pm**

As mentioned at the last meeting, and the importance of PPGs actively working with the Practice to develop a campaign to raise awareness and improve the health of the practice population, the PPG members unanimously agreed that our chosen area would be around Dementia and Dementia awareness.

Therefore, further to Mrs RO's suggestion from a Locality Group meeting she had attended, she has now booked a guest speaker on Dementia, Professor Nicky Edelstyn who is a Professor of Cognitive Neuro-Psychology and Rehabilitation at Keele University.

After consultation with Michelle and Sharon Walford, our CSA, a list of patients deemed appropriate to attend was compiled and invitations sent out. There was a reply slip attached and Michelle confirmed that replies are now coming in.

The Hub (Community Bungalow) has now been booked for **Thursday, 24<sup>th</sup> March 2016 at 1.00pm.** The talk will last for approximately 1 hour and PPG members will arrange refreshments at the end of the talk. Mrs RO confirmed that Professor Edelstyn has agreed to cover the following topics:-

**Memory and the Aging Brain**

- a. What is our Episodic Memory? (including a quick test of our own episodic memories using word pairs!)
- b. Role of Hippocampus (part of the brain) in episodic memory.
- c. Effect of menopause on the memory.
- d. Simple explanation of physical changes in the brain which cause Alzheimer's.

- e. Possible new drug treatment.
- f. Possible causes of age-related memory lapses.
- g. How to maintain and improve your memory.

Kate confirmed that the Surgery will kindly provide the refreshments. Mrs AH, Mrs BJ and Mrs RO all agreed to help. It is anticipated that we can seat approximately 25 'theatre' style in The Hub and therefore numbers need to be restricted to those invited, PPG members and Clinicians from the Surgery who can attend. Michelle asked that all PPG members kindly let her know whether they will be attending or not.

Action – Michelle/Mrs RO

Further to this, Michelle added that Tom Evans from University Hospital North Staffordshire has been in touch after being invited to do a Dementia Friends session for the those invited patients, staff and PPG members, at the Practice. A reply email from Claire Reader, Commissioning Support Officer Age Well Commissioning, People Services Directorate City of Stoke-on-Trent said the following:-

*"Tom has said that, as well as this, you are interested, in conjunction with the PPG, in making your Practice more dementia friendly too, therefore, I wondered whether the following information may be of interest and helpful to you.*

*Just to give you a little background about the work we have been doing in Stoke. I began by doing some research around "what makes a GP practice dementia friendly", both in terms of what we are doing that is patient/carer specific, as well as environmental factors. I've developed a checklist based on my research, and it has been shared now with a few practices in Stoke-on-Trent that we have been in contact with. One of the practices had already got most of what we had recommended in place, but offered some constructive comments on the document, which I then amended accordingly. It is a document which we feel is likely to "evolve" as we go along, and a copy has been shared with Dr Sonnathi, the clinical lead for dementia across the city.*

*If, having looked at it, you feel we could add to/improve or need to amend in some way, please feel free to share your thoughts with me; as I said, I am expecting that we may need to review it as we go along. It is something that hopefully will help surgeries to ensure they are providing the best practice possible for those people living with dementia and their carers. I hope it may be helpful to you if you choose to use it.*

*Just to highlight, in respect of the environmental factors, the checklist refers to ideally having plain carpets, as patterns/swirls in carpets can sometimes affect the perception of those living with dementia. We do realise that there are massive costs involved in such tasks as changing carpets etc, so have included this for surgeries to bear in mind, if they are being redecorated/refurbished at some point in the future.*

*Ideally, to become fully dementia friendly, your practice could sign up to the Dementia Action Alliance (DAA), if this is something that you haven't done to date. I've attached some general information around dementia friendly communities which provides a bit more information on this and the following link will take you to the website - it is a straightforward process to follow.*  
<http://www.dementiaaction.org.uk/>

*If there is anything else that I can help you with, please don't hesitate to contact us, we will always try to help.*

*Good luck with the work you are doing around this sensitive and really important area of work."*

Kate suggested that we go with the idea of having Tom at the end of Spring/beginning of Summer.

Action – Kate/Mrs RO/Michelle

- 6) Any Other Business** – Mrs SN spoke on behalf of herself and partner to say how when comparing our Surgery to those of her friends/neighbours, just how lucky they felt they were with the care and

services we provide. Kate thanked her for nice comments. Mrs SN also said that they have had a very good experience at Cardiology at UHNM, Royal Stoke. She said that the department was 100% improved and that her partner's care had been superb.

- a. **ST2/GP Registrar** – Kate mentioned that Dr Mathew Benjamin's time here had now come to end and he was off to Paediatrics and Royal Stoke for his placement. He had enjoyed his time here very much, as did Dr Will Edwards before him. Unfortunately, however, we do not have a replacement for him at this time.
- b. **'Thank you'** – Mrs BJ wanted us to pass on our thanks to the Receptionist concerned following a phone call to the Surgery. Her granddaughter was poorly and she states that the Receptionist, quite rightly, told them to go straight to A&E. She confirmed that this had been the correct thing to do as she had ended up on a drip and was quite poorly. She's now ok. Kate said that she would be happy to pass on this message to the Duty Receptionist involved.  

Action – Kate/Michelle
- c. **Dr Usha Tiguti** – Kate announced that Dr Usha Tiguti is now on the Board of the Local Medical Council (LMC).
- d. **Other Meetings** – Kate stated that Mrs JB had agreed to attend an Alton PPG Meeting and that Kate was just waiting to hear back from their Chair, Dorothy Clohesy, as to when the next meeting was. Further to the last minutes, one suggestion was that we have two meetings – one for Waterhouses PPG and one with a speaker where other patients are invited? This will happen with the Dementia Awareness Talk in March (see below). Mrs BJ advised that the CCG are not currently in 'the red' as expected and therefore good news.
- e. **PPG Meetng with Local MP** – it was mentioned about our PPG having a meeting at some point with our MP, Mrs Karen Bradley for Staffordshire Moorlands. Kate thought this was a good idea and to think about it for the future.
- f. **Risk Stratification Exercise** – Kate explained that this is a computer-based 'risk tool' and explained what it highlights. We are going to start looking into this and are currently awaiting the software. She explained that our Practice can be compared to others and shows detailed information as to where our 'big spends' lie, sometimes only pertaining to one patient but that one patient can be under a certain specialty and be seen on a very regular basis. Shows trends with other Practices and compares rural and small practices etc.
- g. Mrs RO mentioned that The Guardian is currently covering an in-depth analysis of what's going on in the NHS and says that it's very good.

7) **Date of Next Meeting** - **WEDNESDAY, 18<sup>th</sup> May at The Surgery at 1.00pm**. This will give Kate the opportunity of giving those PPG members present a guided tour of the new build.



## Primary Care Strategic Delivery Plan - A request for your help

**Have Your say**



@HWStaffordshire  
@healthwatchSoT



As you may be aware the Stoke-on-Trent and North Staffordshire CCGs are currently developing our Northern Staffordshire Primary Care Strategy.

As part of the development of this strategy it is important that the views of our patients are sought. To help us with this we have asked Healthwatch Staffordshire and Healthwatch Stoke-on-Trent to assist us in supporting the widest possible engagement with our public and patients through an online survey and a series of events.

As part of this process we are writing to you to ask if you would be willing to be involved in participating in either the survey or attending events and letting us have your views.

Please see below to find out when and where the events will take place and how else you can ensure we hear your views.

If you would like any further information would you please contact Healthwatch Staffordshire on 0800 051 8371 or Healthwatch Stoke-on-Trent on 01782 683080.

### **The NHS Primary Care services from your GP, Optician, Dentist and Pharmacy may be changing – Your chance to have Your say**

Healthwatch Staffordshire in partnership with Healthwatch Stoke-on-Trent are holding six (6) Primary Care Strategic Delivery Plan Engagement Events on behalf of North Staffordshire and Stoke-on-Trent Clinical Commissioning Groups (CCGs)





There is also an online survey,

<https://www.surveymonkey.co.uk/r/healthwatchstaffsPrimaryCare> to complete. If you need any help in completing the survey please contact, Healthwatch Staffordshire on **0800 051 8371** or Healthwatch Stoke-on-Trent on **01782 683080** for more information.

You can book online to participate at the any of the events or alternatively call Healthwatch Staffordshire or Healthwatch Stoke-on-Trent on the above numbers for more information.

**Dates, times and venues:**

**Wed 10th Feb 2016, 15:00 - 17:00**

Central Hall, The Strand, Longton, Stoke-on-Trent. ST3 2HJ

To book a place visit: <http://bit.ly/1QnW87s>

**Tues 16th Feb 2016, 09:30 - 11:30**

Bentilee Neighbourhood Centre, Stoke-On-Trent, ST2 0EU

To book a place visit: <http://bit.ly/1PGKMGJ>

**Tues 16th Feb 2016, 13:00 - 15:00**

King Room, Borough Arms Hotel, Newcastle-under-Lyme, ST5 1HX

To book a place visit: <http://bit.ly/PrimaryCareNewcastle>

**Tues 23rd Feb 2016, 10:30 - 12:30**

Function Hall, Biddulph Town Hall, High St, Biddulph, Staffordshire ST8 6AR

To book a place visit: <http://bit.ly/PrimaryCareBiddulph>

**Tues 1st March 2016, 14.30 – 16.30**

Churnet Room, Moorlands House, Stockwell Street, Leek, ST13 6HQ

To book a place visit: <http://bit.ly/PrimaryCareStrategyLeek>

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