

# Willington Medical Practice Patient Participation Group (PPG)

## **Tuesday 18th February 2020 at Willington Surgery**

**Present:** Sara Bains, Joan Burton, Sue Carter, Holly Goodrich, Pat Harvey, Janice Heier (treasurer), Margaret Hooley (chairperson), Peter Horridge (vice chair), Sally Lovatt (secretary), Val Shelton, Maisie Trotman, Ann Wood, Vic Wright

**Apologies:** Chris Baker, Christine Bould, Colleen March, Christine Thorne

The group were very pleased to welcome Lisa Barker from Derbyshire Carers

Summary of the Presentation

Lisa introduced herself and explained that Derbyshire Carers is a charity and third sector support partially funded by social care. The role is to support GP practices and a new Carers Pledge is to be launched in April to recognise unpaid carers, their health and wellbeing. Practice staff can be provided with awareness training and the practice will be updated with referral routes and other services. There is a National Strategy to try and identify carers.

17-18,000 carers are registered with Derbyshire Carers. Each practice should have around 10% of their patients registered as carers.

A carer's assessment is a statutory assessment but many carers have been providing care for 2-3 years before trying to get help. Up to 52% of carers have mental health issues because being a carer can be lonely and isolating and can have emotional as well as financial and development implications. Carers often feel they are failing and/or suffer guilt and don't ask for support.

Derbyshire Carers are in the process of recruiting 4 crisis managers to provide more immediate support.

Most referrals come through social care and the aim is to assess carers and to facilitate support needed.

All carers are supported but end of life care is usually well supported by MacMillan, Marie Curie etc.

The emergency card for carers could be promoted.

Derbyshire Carers support carers with training such as manual handling and first aid.

Bereaved carers are supported by a group in Derby 'GRACE group' which is supported by AGE UK.

The Hardy Group at the Polish Centre in Derby is for patients with mental health needs and dementia.

SC suggested that services for patients in this area are very limited.

Suggestions for this surgery

Ensure website is updated to provide good information.

Talk about carers in the newsletter.

Promote CVS which provides some good support such as transport and 'Time Swap'

Arrange quarterly 'drop ins' and ask local groups to come along to share their activities which might be suitable for carers or those cared for. For example, locally we have WI 'Coffee and Company' which is doing really well and there is a local arts and craft group.

## **POST MEETING NOTE**

Lisa has forwarded a large number of useful documents which will be used to revamp the surgery carer's pack and has also mentioned that there is a 'Group Coordinator' who would be willing to come and help us set up some sort of group.

The minutes of the last meeting were approved and will be displayed on PPG notice board and surgery website.

## **From the last and previous meetings**

### **Mother and baby Group**

(Update)The midwife has said she is still interested in the formation of this group and has said she will speak to Health Visitors

### **Website**

CBa suggested that a list of GPs and their specialities/CV (and possibly a photo) could be added to the website. This will be mainly covered by the PPG leaflet available on website. Update from HG: A new website is planned within next three months which should have the type of information suggested.

**SG** suggested a support group for patients with health anxiety. **HG** suggested that it could be a PCN development held on neutral ground.

### **Recycling Inhalers**

Poster circulated and it was suggested that it could be altered to A5 flier which Wendy O or Joanne could give out at respiratory reviews. **AW** suggested collecting at surgery and then taking to collection points. **POST MEETING NOTE:** Premises have to have a license from the Environment Agency to collect waste medication as this is considered hazardous waste. This is therefore not an option.

### **Treasurer's report**

£7350.54 C/A (this includes money donated for blinds and will be paid as soon as they are completed) and £25.47 petty cash. The bank account needs bringing up to date with a new mandate for signatures. It was agreed that expenses for treasurer phone costs should be reimbursed

### **Surgery Update by HG**

**HG** has been reviewing posters with positive messages. Uptake has been good in ladies' toilets but not in waiting room (possibly because this is more exposed?)

**Patient Suggestion:** A patient has suggested defibrillator training for patients. The cost of a defibrillator is £1100 and training is £140 when supplied by St Johns Ambulance.

The 'bing bong' that comes as the GP appointment appears on the screen in the waiting room is now working.

**JOG** Derbyshire is likely to start in June.

A new contract for GPs was leaked and voted down before publication as 'unfair, unrealistic and burdened already struggling practices with unsustainable workloads' and a new national directive has been approved. Our Primary Care Network will be recruiting Life Coaches, Podiatrists and Physiotherapists eventually as well as Pharmacists and Social prescribers already planned. At present Mental Health Worker support is being piloted with a view to national uptake in 2022.

### **Future Plans**

#### **Skin Lesions**

The group plan to host an education event on 'Skin Lesions'. **Dr Maronge** has agreed to deliver the presentation at a Wednesday afternoon Quest session (Wednesday 13th May) so that staff could be updated as well as interested patients. The suggestion is identifying suspicious lesions and skin care and prevention of skin lesions. **POST MEETING NOTE:** **Dr Maronge** suggests we will have to make it clear that this is not a consultation session but purely educational and patients/staff should not bring along personal queries or problems.

### **Any Other Business**

The AGM will be held on Tuesday 19<sup>th</sup> May and time will be decided at next meeting.

**PPG** Chairs Meeting is to be held week beginning 24/2/20. Suggestions for topics to be discussed included:

Making practices greener (e.g. encouraging inhaler recycling)

Group sessions at HUBs (out of hours services) such as smoking cessation.

### **HealthWatch**

Nothing to report from HealthWatch

Next meeting 17<sup>th</sup> March 2020 at Willington Surgery

Helen Yates, Derbyshire Carers staff member responsible for education of Young Carers, will attend the meeting in March

Agenda Items please forward to Margaret Contact: [mhooley.hoolmarkprt@btinternet.com](mailto:mhooley.hoolmarkprt@btinternet.com)