

Hadwen Medical Practice

Patient Participation Group Meeting Minutes

7 February 2019 @ 7pm

Members present: Pat McCann (**Chair**), Deborah.N.Ssenabulya (**Minutes**), Sam Dunn, Chris Rogers, Keith Charsley, Cheryl Charsley, Andrew Gravells, Judith Coney-Jones, Gillian Bliss-Thomas, Susan Donnelly and Millie Barnes.

Apologies: Diane Howitt

In attendance: Ian Robertson- **Management Partner**, Sue Young- **GP**, Gary Steer- **Community Wellbeing** and Kay Bunyan- **Healthwatch**

Pat welcomed all and introduced new member Gillian Bliss-Thomas.

1. Community Wellbeing Service- Gary Steer

Gary handed out leaflets from *homegroup*, one of the Community Wellbeing services in Gloucestershire. He said that initially they were known as social prescribers. Presently the service is open to anyone over the age of 16 years. They deliver a range of support to address social and non-medical needs. These include help with finding a job, housing issues, debt and financial issues and coffee mornings. They help with emotional hardship, such as bereavement and sign post to organisations such as the British Red Cross. Other benefits: Some service users find that conditions such as chronic pain improve, and NHS costs related to some illnesses reduce. Referrals to the community Wellbeing service can be made by GP surgeries, local agencies, members of the community, voluntary groups or can be self-referrals. Initially social isolation was a common reason for referral but now there is a broad range of issues. Users are mainly 40 to 55yrs. PPG members suggested more promotion is needed. Gary said that they work with people for up to 3 months ensuring that they are self-sufficient before signing them off. Contacts: Tel: 0300 131 0024 Email: hgl.communitywellbeing.gloucester@nhs.net. Web: <https://www.homegroup.org.uk/Care-and-Support/Our-Care-Services/Community-Wellbeing-Service-Gloucester>

2. Healthwatch- Kay Bunyan

Kay handed out leaflets. She said Health watch Gloucestershire has been going for 5 years now. It is based locally and has local staff. It is an Independent organisation that listens to the voice of the public and collects their views regarding the NHS, health care services and care homes. Kay said they go out in communities, give talks, get people's experiences, collect data, check if an issue is a trend or just a one off. If genuine they then talk to the provider. She said sometimes CQC can ask them to do an interim review.

How to help the surgery- A snap shot independent survey can be done for the surgery. Contacts: [Tel:01452 504989](tel:01452 504989) Web: <https://www.healthwatchgloucestershire.co.uk/>.Email: info@healthwatchgloucestershire.co.uk

3. Chairman Update/Questions

Pat said he represents us on various groups.

Doctor's views -Accessing appointments and medical records- Dr Young explained that accessing medical records online may be good for some but it may create anxiety in others. Some members said checking their records helps them to take ownership of their health, get information for insurance or to check vaccinations. The percentage of patients who signed up for record access is not known. The Surgery is not yet signed up for mobile apps that enable users to make GP appointments. Ian said that the practice will find out more. Presently the surgery lets people choose a GP of their own preference.

During emergencies or a visit to a different hospital, doctors can access medical records for people who agreed to information sharing.

GP Online- Pilot schemes for skype medical consultations are ongoing, but Hadwen practice is a bit hesitant on this. We are waiting to learn more about the benefits and disadvantages from pilots. Meanwhile, telephone consultations continue at the surgery.

Mental healthcare for children- Following the recent death of Molly Russell, a teenager who took her own life, questions were raised about the sort of help available to schools regarding mental health. Dr Young said that school nurses are invited to GP meetings, but they also Email school nurses and involve health visitors. They sign post young people to various services and support groups such as young minds, teens in crisis and the primary mental health helpline is very useful. Young people who are pregnant get more intensive support from midwives.

It was noted that suicide rates were high in Gloucestershire especially among young people. We could organise a talk about this.

GP Survey- For a recent national survey, 256 questionnaires were sent out and 106 returned. The results were not favourable to the practice. Statistical issues were noted. There were concerns that disgruntled patients were more likely to participate than those happy with the service.

Way forward- PPG to survey people's view of service both online and in the practice.

PPG help - Ideas are needed for landscaping at the surgery. We have £5000 available and Judith has 2 Morrison's vouchers to offer.

Defibrillator location - Millie E-mailed the South Western Ambulance Service for information on the location of defibrillators in the GL4 area. She was informed that there were two types listed on their database; 1. Community Public Access Defibrillators (CPADs) are available to members of the public; 2. Static Site Defibrillators are made available to callers from the site where the defibrillator is based. Below is the list of CPADs in our area;

- Brookthorpe and Whaddon Parish Council, Brookthorpe village hall, Stroud road, Brookthorpe GL4 0US
- Brookthorpe and Whaddon Parish Council, The old Rectory, Church Lane, Whaddon, GL4 0UE
- Upton St Leonards Village Hall, Gloucester , GL4 8AG
- Emmaus Gloucestershire, Chequers road, Gloucester, GL4 6PN

PPG members revealed that Morrisons, the community centre and GP surgeries had locked up defibrillators. We were informed that unless they can get started within 5 minutes, it would be better to call the ambulance straight away.

4. Practice and cluster update- Ian Robertson

We are settled in the new building. A private company, *GP care*, is renting up to 3 rooms per day. Ultrasound is done and this brings in income.

There is a locum to cover GP sickness and compassionate leave. We are trying to increase the team; we have a new clinical pharmacist and an advert for a GP is out. The contract for the mental health nurse available on pilot has been extended for another year up to 2020.

Clusters- There is an NHS drive for practices to work collaboratively. Presently we are linked up with Rosebank and Quedgeley medical centre. We are trying to get another practice to join the group. Challenges: We are using the *Vision* clinical system but may need to change to other electronic patient record systems; either *Emis* or *System one* which seem to be much better than *Vision*.

5. AOB

Waiting rooms: Suggestions were made to put up signs so that patients can tell where they are; something like 'Welcome to waiting room A,B or C. The surgery will put signs up soon.

Waiting room B – Members noted that there is no way of contacting reception while waiting and there is no panic button. We were informed that the waiting room is monitored by CCTV which is displayed on a TV screen in the patient services back office.

Radio playing- Suggestions were made to have a radio playing as it may calm some people down, other people were not so keen. Agreed that the TV screens would include some scenes of Gloucestershire to help add a calming effect to the waiting areas.

Cardiopulmonary Resuscitation : Sam said CPR dummies were cheap and asked if Hadwen health would offer to teach groups of patients as a way of helping the community. Andrew said funding is available if needed. The surgery will look into this.

Nurse appointments for procedures like cervical cancer screening, bloods etc cannot be done online. This is due to the electronic patient record system in use by the surgery (*Vision*). However, if we migrate to a different computer system in the future this may be possible.

Pat said Joyce was off sick , he asked the practice to pass on our get well wishes to her.

6. Date of next meeting – Thursday 9 May 2019 @ 7pm.