

**Walderslade Patient Participation Group
Minutes of Meeting 5 December 2017**

Present:

Cynthia Shaw (Chair)

Linda Bond

Julie Sabin

Teresa Rowland

Margaret Lindquist

Jean Gibb

Iris Higginbottom

Freddy Ponce

Chris Corker

Barbara Sabin

Terence O'Leary representing the charity Combat Stress

Jayne Hackleton (Walderslade Surgery Practice Manager)

Karen Gallagher (Walderslade Surgery Administrator)

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| 1. | <p>Apologies / Introductions:</p> <ol style="list-style-type: none">1. Pat Gregory and Val Beaumont. 2. Dr Farmer attended the meeting briefly to express thanks, on behalf of the practice, to the PPG members who had lobbied to implement the Traffic Regulation Order (TRO) to restrict parking on High Croft road. This is a great result which should improve the safety of pedestrians and all road users. See agenda item 5 for further details. 3. CS welcomed guest speaker Terence O'Leary. 4. CS suggested that a card be sent to a member of the PPG who has recently been ill. JH agreed to do this on behalf of the group. JH to action. 5. Following the presentation by Tracy Webster, Engagement Officer at the office of the South Yorkshire Police and Crime Commissioner, CS has extended an invitation to Dr Billings (the South Yorkshire Police and Crime commissioner) to attend a PPG meeting in February 2018. A date will be confirmed. KG to action. <p>Post meeting: Date confirmed as Wednesday 28th February, 2018, 2pm at Walderslade Surgery.</p> <ol style="list-style-type: none">6. Reducing Medicines Waste – this is a campaign aimed at reducing unnecessary waste prescribing. Millions of pounds are lost each year in Barnsley through medicines waste. The campaign calls upon patients, GPs and pharmacists to review the use of medicines. JH advised that there had been no update on how this campaign will affect Walderslade Surgery. JH will inform the group when further information is available. |
| 2. | <p>Matters Arising from previous meeting held 21 September, 2017:</p> <ol style="list-style-type: none">1. Previous minutes were agreed as a true record, albeit the correction to item 6.1 as advised by ML as follows: |

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| | <p>Item 6.1 - The report by Healthwatch was on DNA at a GP practice not at the hospital. When asked why they had not used the cancellation line the most common reason was that they had tried but the line was not answered.</p> <p>2. Item 5.1 – Sound Doctor information was promoted in the October newsletter. A representative from Sound Doctor is unavailable for the December PPG meeting. An invitation is to be extended to a future meeting.</p> <p>3. Item 7.1 – Complete.</p> |
| <p>3.</p> | <p>Presentation by Terence O’Leary:</p> <p>1. Mr Terence O’Leary represents Combat Stress, a charity for veterans’ mental health (supporting ex-servicemen and women of all ages).</p> <p>The charity provides residential and community treatment programmes to support veterans with Post Traumatic Stress Disorder (PTSD), anxiety and depression. The charity also works in partnership with other organisations to support the welfare of veterans within their community. The services they provide are free of charge to the veteran.</p> <p>The charity formed in 1919 after the end of the first world war. Its attitude towards mental welfare was ahead of its time at this period.</p> <p>Mr O’Leary went on to talk about his own experiences during his service as a soldier; his mental health problems as a veteran and his eventual signposting to Combat Stress for help. Following the support he himself received he feels that they do amazing work and now gives his own support by raising awareness and promoting the charity.</p> <p>Mr Leary added that if any of the group would like to help raise awareness they can contact him. Information about Combat Stress will be promoted in the surgery in the new year. Pat Gregory will organise this with Mr O’Leary.</p> <p>PG to action.</p> <p>CS thanked Mr O’Leary for sharing his experiences and providing information and literature about the charity. The groups agreed that it is fantastic that Mr O’Leary is ‘giving back’ by promoting and supporting this charity.</p> |
| <p>4.</p> | <p>Meningitis Card Distribution Update (IH):</p> <p>1. Card distribution continues to grow with plenty more places to find. Recent distribution includes:</p> <ul style="list-style-type: none"> • 500 cards to Ward Green School • 50 cards to Pilley Methodist Church • 300 cards to Pharmacy, Barnsley District Hospital • 100 cards to Lundwood Health Centre • 100 cards to Prior Campus • 50 cards to Cudworth Probus <p>CS thanked IH for her efforts to distribute the cards, thus promoting the Meningitis Now campaign. Pat Gregory will be asked to contact the representative who made the initial Meningitis Now presentation to the PPG</p> |

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| | to seek feedback and an update on the campaign so far. PG to action. |
| 5. | <p>Parking High Croft -Update (CS):</p> <p>1. CS was pleased to see that the TRO parking restrictions had been implemented by BMBC. CS recently spoke to her contact at the Council who advised that that the yellow lining of the highway would be completed on the morning of 5 December, which it was! CS thanked everyone for achieving a great result. What's the next project?!</p> |
| 6. | <p>Update re DNA numbers and feedback from patients:</p> <p>1. In the absence of Pat Gregory specific statistics were unavailable. However, the numbers reported on a monthly basis appeared to be decreasing.</p> <p>It was suggested that a dedicated mobile telephone number for use by patients to cancel their appointment only might help reduce numbers. A discussion followed about the effectiveness of this. JH highlighted the various options currently available to patients to cancel i.e. by reply using the MJOG text and email messaging service (type in the work CANCEL only); by using the EMIS online patient services facility or by opting to use the automated telephone answering system when calling the surgery landline number.</p> <p>A short discussion followed about measures to prevent persistent DNA appointment offenders. However, it was agreed that this is a national problem occurring throughout many services of the NHS and patients failing to attend a booked appointment, without cancelling, might never be eradicated.</p> <p>It was agreed that the practice can only continue to highlight numbers to our patients to maintain awareness and to promote the various ways of cancelling an appointment without having to speak to a receptionist at the surgery.</p> <p>It was agreed that this item would be removed from future PPG meeting agenda.</p> <p>A member of the group had to leave the meeting but expressed his congratulations to the member in achieving the TRO and wished everyone a very festive season!</p> |
| 7. | <p>Community Information:</p> <p>1. Deferred to the next meeting in the absence of Pat Gregory.</p> |
| 8. | <p>AOB:</p> <p>1. PPG member Julie Sabin (JS) works for BMBC Shared Lives. In her capacity as a representative she asked the group if she could give a presentation at a future PPG meeting to inform the group and raise awareness within the practice of a new proposed NHS/Shared Lives project.</p> <p>The project will enable patients who are discharged from hospital to receive transitional care with a carer (in the carers home) where it is felt the patient is well enough not to be in hospital but unable to fully care for themselves at</p> |

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| | <p>home. The project could be described as a 'stepping stone' for patients. A discussion followed about the benefits and potential issues.</p> <p>JS remarked that the project has funding for 3 years and an update on progress, with further details, was hoped for in the new year. JS will bring these to the proposed PPG meeting scheduled for February, 2018.</p> <p>The group agreed that they would be very interested in the details of the project.</p> <p>2. Barnsley CCG Your Opinion Matters – For information KG circulated a hard copy of a draft leaflet 'Get Fit First in Barnsley'. The CCG is seeking views on the details contained in the leaflet. PPG members were asked to respond if they could. More information can be found at www.barnsleyccg.nhs.uk (search Get Fit First).</p> |
| 9. | <p>Next meeting:</p> <ol style="list-style-type: none"> 1. 28th February, 2pm at Walderslade Surgery. |