

**Walderslade Patient Participation Group
Minutes of Meeting 16 March 2017**

Present:

Cynthia Shaw (Chair)
 Linda Bond
 Teresa Rowland
 Iris Higginbottom
 Chris Corker
 Margaret Dennison
 Philippa R. Law
 Barbara Sabin
 Val Beaumont
 Damian (on behalf of Meningitis Now organisation)
 Freddy Ponce
 Maria Naschimento
 Julie Sabin
 Anne Garton
 Pat Gregory – Walderslade Surgery Patients Liaison / Communications Manager
 Jayne Hackleton, Walderslade Surgery Practice Manager
 Karen Gallagher, Walderslade Surgery Administrator

1.	<p>Apologies: Jo Pollitt, Jean Gibb, Tim Mappin, Jane Love, Barry McGowan.</p>
2.	<p>Presentation:</p> <p>1. Damian, on behalf of his family and following the Code of Conduct within the Meningitis Now organisation, spoke to the PPG to ask for their support and endorsement in raising awareness of meningitis.</p> <p>By establishing links with primary care providers, patients, parents, education and local authorities, his aim is to promote awareness and facilitate funding to support the Meningitis Now campaign. Although meningitis can affect children and adults of all ages, one specific aim is to lobby central government to include information about meningitis in the 'Red Book' provided to parents for infants.</p> <p>The PPG fully support Damian and the campaign. A number of suggestions were made about how the group might assist in terms of the practice:</p> <ul style="list-style-type: none"> • Media coverage (although this is already happening). • Through surgery baby clinics – volunteers can attend in the surgery waiting room to raise awareness with parents / guardians. • Local Education Authorities to target all ages (some PPG members have contacts within the LEA who might assist). • Impact of factual experience (tell your story) to other groups that PPG members are involved with. • Raise awareness to obtain funding for the vaccination of all children and adults. • Use the surgery newsletter to raise awareness and provide contact details for local support and signposting.

It was agreed that Damian should liaise with Pat Gregory to coordinate support from the practice. PG will report back to the PPG at the next meeting with an update on how Damian's campaign is progressing.
PG to action.

Damian provided pocket size leaflets to be left in the surgery waiting room. More of these can be provided; PPG members should contact Pat Gregory directly.

Post meeting - Details taken from Meningitis Now website:

'We brought together the unique expertise and experience of the Meningitis Trust and Meningitis UK through a merger in 2013, creating a bigger, louder voice than ever before in the fight against meningitis in the UK.

Who we are:

We were the first meningitis patient group in the world, founders of the meningitis movement and the only charity dedicated to fighting meningitis in the UK.

Meningitis can affect anyone. It is the inflammation of the membranes that surround and protect the brain and spinal cord and can be caused by different organisms, including bacteria and viruses.

Facing life after meningitis can be terrifying. You don't need to face it alone. Whatever your experience, we are here for you. Our free support services can help provide you with vital support when it is needed most of all, throughout the UK'. Contact 0808 80 10 388 or www.meningitisnow.org

3. Matters Arising from previous meeting held 12 December, 2016:

1. Previous minutes agreed as a true record.
2. Item 6.3 – Barnsley Day Hospice was promoted in the Walderslade Surgery January 2017 newsletter.
3. Item 7.2 – Patient survey: 'You Said, We Did'.
One of suggestion emanating from the survey was the provision of a drinking water dispenser and for music to be played in the surgery waiting rooms. JH confirmed that the practice is currently looking at the cost of providing these and will report back at the next PPG meeting with details and confirmation of whether the practice partners will fund these in the new financial year.
4. Item 7.4 – The National Association for Patient Participation (NAPP) Corkill award was discussed at the December meeting when a member of the group understood that a PPG in a Rotherham GP practice had recently been nominated and won the award.

Subsequent to the meeting (refer to December minutes), KG advised that in order to apply for the Corkill award, a PPG must be an affiliated member of NAPP and Walderslade PPG is not currently a member. There is joining fee of approximately £60 to become an affiliated member.

A discussion followed about the benefits to the practice and patients of becoming a member. It was suggested that more information would be

	<p>required in order to make an informed decision to take it forward. However, this would not be pursued at this time. It was agreed to review the opinion of the group annually to see if views had changed.</p> <p>5. Item 8.2 – Royal British Legion, Alderson House, was promoted in the Walderslade Surgery January 2017 newsletter.</p>
4.	<p>South West Yorkshire Partnership Foundation Trust (SWYFT):</p> <p>1. JH shared an invitation from SWYFT asking members to comment on the way they run their community mental health service. Members are invited to a meeting on Friday 24 March 1.30-3.30pm or Monday 27th March 1.30pm - 3.30pm at Priory Campus.</p>
5.	<p>Review of Surgery opening Hours & Extended Hours:</p> <p>1. JH advised the group that the practice has to offer an extended hours service to patients at times after 6.30pm and before 8am during weekdays.</p> <p>The practice currently offers appointments on Monday and Tuesday evenings after 6.30pm, as well as appointments from 7am on some Friday mornings.</p> <p>The practice now proposes to:</p> <ul style="list-style-type: none"> • Offer GP and nurse appointments from 6.30pm – 8pm on a Monday. • Discontinue offering appointments from 6.30pm – 8pm on a Tuesday evening. • Offer GP and Health Care Assistant (HCA) appointments from 7am every Friday (HCA appointments for bloods only). <p>The practice partners believe this will give more flexibility to patients to see a GP and HCA on a Friday and GPs and nurses for late evening appointments on a Monday.</p> <p>JH explained that requirement for extended hours and what should be provided by a practice is calculated on a formula based on time (in minutes) and the number of patents registered at the practice.</p> <p>JH asked the group if they thought the revised extended hours were acceptable. After a short discussion, all members present agreed. The practice will implement the revised times subject to the necessary approvals from Barnsley CCG.</p>
6.	<p>Update re DNA numbers & feedback from patients:</p> <p>1. PG reported a drop in DNA figures for February 2017 (146 DNA's reported). This may be due to a splurge in calling patient to ask why they did not attend.</p> <p>To try and reduce the numbers further, the group discussed the following:</p> <ul style="list-style-type: none"> • The potential risk of advertising the monetary cost of clinician's time wasted. It was agreed that this might be divisive. The real cost is to other patients who cannot get an appointment and the practice should continue to highlight this along with DNA numbers and the various methods available to cancel appointments when they are no longer

	<p>required.</p> <ul style="list-style-type: none"> • Speaking to patient who frequently DNA when they do attend at the surgery - this could be done privately by taking patients into the interview room. However it was agreed that the resources to do this was not time effective for staff and the potential reaction from the patient might cause conflict. <p>2. A member of the PPG who recently missed an appointment and did not cancel spoke to the group about wanting to self- impose a fine and apologised for missing the appointment. After a short discussion the group agreed that an apology was enough and that they appreciated the acknowledgment.</p>
7.	<p>Community information (PG):</p> <p>1. Dementia and Carers group - PG advised that details of the services provided by the group are promoted in the March surgery newsletter. The group meets every Tuesday in the Allotment Deli between 2-3pm where support and advice is available. Heather Sharratt leads group – contact 01226 288772. The group hopes to expand and use Martha’s Yard as a meeting venue.</p> <p>Tesco Store, Hoyland is actively supporting people with dementia and their carers. They have a ‘dementia friendly’ checkout till and provide the use of a room where dementia suffers can be looked after (so they feel safe) and their carer can shop in the store.</p> <p>The group commended Tesco Hoyland for their continued community support.</p> <p>2. South Yorkshire Dementia Action Alliances: Dementia Fire Home and Safety Project is promoting a free afternoon tea (tea, coffee, a selection of sandwiches and cakes) and a trip down Memory Lane.</p> <p>This event will take place on Wednesday 26th April, 1.30pm, at the Rockingham Centre, Sheffield Road, Hoyland Common. Places are limited and require a ticket. Contact on 0771 400 2323.</p> <p>3. PG advised that Health and Community guides were available to patients in the surgery.</p> <p>Post meeting – PG will continue to try and contact Macmillan Cancer representative Paula Lawson to attend the next PPG meeting to provide information about the range of services Macmillan Cancer Information and Support Service can offer. PG to action.</p>
8.	<p>Non-Medical Help / Multi-Agency Approach (CS):</p> <p>1. South Yorkshire Police and Crime Commission - CS was recently invited to attend a meeting hosted by the Police and Crime Commissioner who spoke about coordinated services and the multi-organisational effort to bring the police, ambulance and fire service together in terms of 1st responders to patients.</p> <p>CS asked if the PPG thought it would be beneficial to the group and surgery</p>

	<p>if a representative attended a future PPG meeting to discuss coordinated services. It was agreed that an invitation should be made. CS to action.</p> <p>2. My Best Life (a social prescribing service previously provided by Voluntary Action Barnsley) – Barnsley Clinical Commissioning Group (CCG) has recently announced funding of £821,000 for the service from 1 April 2017.</p> <p>PG advised that the practice is currently liaising with the My Best Life service providers and patient referrals for their non-medical services have already been made by clinicians at the surgery. PG will invite Joanne Radley from My Best Life to attend the next meeting of the PPG to inform the group about the services they can offer.</p>
9.	See item 8
10.	<p>Long Term Occupation of NHS Beds (Bed Blockers):</p> <p>1. CS expressed concern about the terminology used in the press and opposed the title ‘bed blocker’ and reference to the senior generation. This is particularly infuriating as there are nursing homes in the local area which have recently closed i.e. Warren Lane Nursing home. The group agreed that media coverage and the terminology was derogatory.</p> <p>A short discussion followed about the closure of A&E departments and the lack of community consultation in the process.</p>
11.	<p>High Croft Traffic Regulation Order:</p> <p>1. CS recently spoke to the Chief Highways officer at BMBC who confirmed that the statutory process to provide a Traffic Regulation Order (TRO) to implement permanent parking restrictions is proceeding and double yellow lines will be installed on both sides of the highway. CS confirmed that the TRO is being paid for by the town centre developer Resiliente.</p> <p>CS will update the group on further progress.</p>
12.	<p>AOB:</p> <p>1. CS tabled newspaper excerpts to highlight the continued good practice at Walderslade surgery:</p> <ul style="list-style-type: none"> • Surgery closures - the average list size for a UK practice is 7,521 (Walderslade Surgery has approximately 13,100 registered patients). In 2015/16 200 surgeries closed in the UK and potentially 300 will close in 2017. • As a point of interest CS advised that patients in Sweden pay approximately £30 per consultation to see their GP. <p>2. A member of the group asked about the practice policy for contacting patients regarding test results and any follow-up i.e. for blood test results. How many letters does the surgery send if no response is received from the patient?</p> <p>JH advised that a letter is sent to patients requesting that they contact the surgery. Follow-up actions depend on what is discussed with the patient during their consultation and the GPs recommendation. GPs might explain</p>

	<p>the follow up process to patient and give a time frame. The group was reassured that the practice has a 'fail-safe' in place for those patients who do not respond to first letters.</p> <p>3. Parking on Highcroft - FP advised that he had previously complained to the police and local authority about problems with inconsiderate parking in the town centre. As a wheelchair user he highlighted the dangers caused by cars straddling both sides of the pavement and carriageway. The group agreed with the members points and hoped that enforcement of the proposed TRO would resolve the situation (see item 11).</p>
13.	<p>Next meeting:</p> <p>1. Tuesday 20 June 2017, 2pm, at Walderslade Surgery.</p>