

**Walderslade Patient Participation Group
Minutes of Meeting 10 May 2016**

Present:

Cynthia Shaw (Chair)
Elizabeth Knight
Iris Higginbottom
Phillipa Law
Margaret Dennison
Linda Bond
Lorna Lewis, Health Watch Barnsley
Pat Gregory – Walderslade Surgery Patients Liaison / Communications Manager
Jayne Hackleton, Walderslade Surgery Practice Manager
Karen Gallagher, Walderslade Surgery Administrator

1.	<p>Apologies: Susan Donnelly, Jo Pollitt, Angela Buxton, Val Beaumont, Chris Corker, Jean Gibb, Freddy Ponce.</p>
2.	<p>In Attendance – Lorna Lewis, Barnsley Healthwatch CS welcomed Lorna to the meeting.</p> <p>1. Healthwatch Barnsley provides information and a signposting service to the public, enabling people who live and work in the Barnsley area to access health and social care services.</p> <p>Lorna, a Healthwatch Engagement Officer, is currently working on the ‘Care for Carers’ project. The project involves working closely with three Barnsley GP practices, one of which is Walderslade, and aims to:</p> <ol style="list-style-type: none"> a. Raise awareness of the definition of a carer. There is much confusion amongst the general public about the differences between a person who volunteers to care or help and those who are paid to care for someone. b. Implement a system of identifying carers. c. Highlight the importance of registering as a carer. d. Identify carers who are not already engaged. e. Build on existing data about care in the community. f. Train carers in the community. <p>2. LL is in the process of drafting a leaflet to explain the definition of a carer and the benefits of joining the Carer Register. The main benefit is that carers are entitled to a ‘Carers Assessment’ which can have many practical benefits for the carer including financial support, respite, signposting to appropriate activities, free cinema tickets and entry into certain leisure attractions.</p> <p>3. LL asked if members of the PPG would be prepared to volunteer to help raise awareness of the project, or if members are aware of other groups who might be interested. Volunteers will be asked to engage with patients and visitors to the surgery by talking to them in the waiting rooms about the project. All volunteers will be fully briefed prior to helping and will be asked to attend for approximately 2 hours. Any volunteers should contact Pat Gregory in the first instance who will forward their details to LL. This is expected to take place within the next two months.</p> <p>4. LL asked if the practice could also promote the project. JH agreed and suggested adding an EMIS prompt to remind staff to highlight the project and its</p>

	<p>benefits with patients. PG commented that some carers are not always patients at the surgery but attend with registered patients; these people should also be targeted. PG will update the current Walderslade register of coded carers and will liaise with LL to increase awareness.</p> <p>JH invited LL to attend at the next staff meeting at the surgery and also suggested promoting the project in the surgery newsletter. KG will include in the June issue. KG to action.</p> <p>CS offered to take information about the project to the next meeting of her local Women's Institute.</p>
3.	<p>Matters Arising from previous meeting held 10 March 2016:</p> <p>1. Item 2.1 Parking issues on High Croft – JH conveyed a huge thank you to members of the PPG who surveyed members of the public and gathered signatures for the petition.</p> <p>Over the 5 day period, 11- 15 April, the petition was supported and signed by 680 people. In addition, nine written statements of difficulties and incidents experienced by individuals were received. While carrying out the petition survey, members of the PPG took numerous photographs to show the hazards and congestion caused by vehicles parked on the highway and highway footpath.</p> <p>After a short discussion it was agreed that the PPG would write to the three local ward members and invite them to an especially convened meeting of the PPG seek their advice and assistance to pursue a solution to prevent the issues caused by inappropriate parking. CS and KG will liaise to produce an invitation to a meeting. CS and KL to action.</p> <p>A member of the group suggested inviting the police to the meeting to make them aware of the issues. After a short discussion it was agreed that any police involvement should take place after speaking to the local ward members. However it might be beneficial to attend a meeting that the local police currently attend to raise the issue separately. PG agreed to go to the next Rockingham Ward alliance meeting.</p> <p>A member of the group suggested promoting the new car park on the site of the former Health Centre to help alleviate parking congestion around High Croft and the surgery. KG is to include in the next surgery newsletter. KG to action.</p> <p>1. Item 2.1 Additional disabled parking bays in the Walderslade surgery car park – JH informed the groups that the terms of the practice premises tenancy agreement does not allow for any additional parking bays for use by visitors to the surgery.</p> <p>2. Item 2.3 Update regarding Did Not Attend (appointment) numbers and feedback from patients – PG provided a summary of the number of DNA figures from June 2015 to date. PG has written to over 300 patients in this time and has received only 10 responses in reply. JH advised that reception desk staff will be promoting the MJOG messaging service by targeting those patients who are not signed up. Patients attending the surgery everyday day will be asked if they would like to consent to the service and, if so, will be asked to complete a form. It is hoped that this will boost numbers and increase the opportunity for patients to cancel a booked appointment.</p>

	<p>A member of the group suggested sending a text message immediately after a patient misses an appointment. PG will consider this but a message can only be sent if the patient has consented to being contacted by this method.</p> <p>PG will continue to monitor DNA numbers and feedback from patients. The practice will continue to highlight the number of DNA's via the surgery newsletter.</p>
4.	<p>Community Information:</p> <ol style="list-style-type: none"> 1. For information PG circulated a leaflet 'Best Foot Forward' which promotes walking for health. The BeWell advisors who are involved in this initiative lead a walking group which meets at the surgery every Wednesday morning at 9.30am. All are welcome to join the walk. This, and a number of other health initiatives based at the surgery, is available to all patients and a referral is not required. Patients can contact PG for further information. <p>JH added that a list of initiatives will be promoted in the next surgery newsletter. KG to action.</p> <ol style="list-style-type: none"> 2. PG circulated a leaflet on behalf of the Friends of Elsecar Park which details the dates of summer concerts in the park. 3. PG commented that Thursday 12th May is 'National Thank You to Nurses' day. To acknowledge this Tesco store at Hoyland will present a food hamper to the nursing staff at Walderslade. A hamper for other staff at the surgery will be raffled off and the proceeds will go to a local charity. Thanks from the surgery will be sent to Tesco for their kind gesture.
5.	<p>Patient Questionnaire:</p> <ol style="list-style-type: none"> 1. After a short discussion it was agreed that the Care for Carers project would take priority over the proposed Walderslade Surgery Patient Questionnaire survey. The patient questionnaire will be carried out later in the year.
6.	<p>AOB:</p> <ol style="list-style-type: none"> 1. May Newsletter – a member of the group suggested that details of GP and nurse working rotas included in the last newsletter should have noted that some clinicians do other NHS work when not at the surgery. 2. Specialist services offered by Walderslade surgery – a member of the group asked if a list of GPs and their specialist areas could be included in the surgery newsletter. JH commented that all GPs and nurses are qualified to deal with all aspects of general practice and patients care; however, some clinicians do take a lead in a particular service to enable a point of contact for other health care professionals outside of the practice. 3. Number of patients on the practice register – a member of the group suggested highlighting the number of patients registered at the practice in the next newsletter. This is currently 13,214 (9th May 2016). KG to action.
7.	<p>Next meeting:</p> <ol style="list-style-type: none"> 1. The date of the next meeting will be confirmed following confirmation of attendance of Ward Councilors to discuss the parking issues at High Croft and the petition.