

**Walderslade Patient Participation Group  
Minutes of Meeting 9 October, 2018**

**Present:**

Elizabeth Knight  
Chris Corker  
Barbara Sabin  
Teresa Rowland  
Iris Higginbottom  
Maria Nacimiento  
Freddy Ponce  
Cynthia Shaw (Chair)  
Linda Bond  
Dr Stuart Allan (Walderslade Surgery GP)  
Pat Gregory (Walderslade Patient Liaison and Communications Manager)  
Jayne Hackleton (Walderslade Surgery Practice Manager)  
Karen Gallagher (Walderslade Surgery Administrator - minutes)

1.	<p><b>Apologies / Introductions:</b></p> <ol style="list-style-type: none"> <li>1. Apologies – Margaret Lindquist, Philippa Law.</li>   <li>2. CS welcomed Dr Allan to the meeting and briefly explained the purpose of the group and remarked on the success of projects undertaken such as the implementation of parking restrictions on High Croft road, supporting the Meningitis Now campaign and carrying out patient surveys on behalf of the practice. CS added that it was felt that the group works well together and they appreciate the support of the staff at the surgery.</li> </ol>
2.	<p><b>Presentation:</b></p> <ol style="list-style-type: none"> <li>1. No one for this meeting. Guest speaker to be invited to the December meeting.</li> </ol>
3.	<p><b>Matters Arising from previous meeting held 11 July, 2018:</b></p> <ol style="list-style-type: none"> <li>1. Item 4.1 Additional car park signage complete.</li>   <li>2. Item 8.1 'How to Beat Flu' is to be promoted in the October/November issue of the surgery newsletter. CS commented that a small leaflet, like the meningitis card distributed by PPG member IH, would be useful to patients. JH commented that the cost to produce something similar would be prohibitive for the surgery and it is possible that something might be made available as part of the national public health flu campaign. JH remarked that anything received by the practice would be shared with the PPG.</li>   <li>3. Item 9.3 Directional signage to clinical rooms. It was acknowledged that due to recesses along the walls of the main corridors of the surgery, it is difficult to see the room number plate above room doors. KG commented that signs showing room numbers, with a directional arrow, have been placed along the corridors on the ground and first floor. JH commented that we will monitor whether further signage is required by patients.</li> </ol>
4.	<p><b>Introducing Dr Allan:</b></p> <ol style="list-style-type: none"> <li>1. Dr Allan introduced himself to the group and spoke briefly about his background, family, medical training and his aspirations for the practice. He</li> </ol>

	<p>enjoyed his Vocational Training Scheme at Walderslade so much that, when invited, he made the decision to stay as a permanent GP.</p> <p>Questions addressed to Dr Allan:</p> <p>a. <i>Do you have a medical specialty?</i> Minor surgery and developing it further within the practice. He is also interested in dermatology.</p> <p>b. <i>Will there be a minor surgery unit at the practice?</i> Some minor surgery is offered at the surgery, however, an extension of this is not planned at present.</p> <p>Dr Allan added that he takes an interest in business and processes, innovation and technology. Improving these, to help manage the surgery going forward, is his objective.</p>
<p>5.</p>	<p><b>Practice List Size (JH):</b></p> <p>1. JH commented that over a period of time the practice patient list size has gradually reduced. The practice partners would like to attract more patients. JH asked what PPG members could suggest to promote the practice in order to raise the number of patients?</p> <p>A discussion followed about producing flyers/leaflets directed at prospective residents at new housing developments within the practice boundary. Two member of the group offered to distribute these. JH agreed that the practice would produce a leaflet / flyer.</p> <p>A member of the group volunteered to distribute copies of the Practice Leaflet and suggested making them more readily available in the surgery waiting rooms.</p> <p>It was suggested that a message is added to the Jayex board (call-in display) in the waiting rooms. JH advised that the system is currently faulty and can only be used for calling patients in to see a clinician. The system is to be replaced in the near future; therefore, we will ensure that messages can be displayed on the new system.</p> <p>A member of the group suggested advertising in the free local magazine TITO (Time In Time Out Media Ltd) which is distributed to a large proportion of South and West Yorkshire. JH is to consider this option.</p> <p>JH commented that a new banner is proposed for the front elevation of the surgery building (adjacent the bus-stop) which will advertise for new patients. JH asked members to recommend the surgery if they felt they could and to 'spread the word'.</p> <p>A member of the group commented that she has been told that 'the surgery is too busy'. JH advised that Walderslade surgery has a similar size patient list and members of staff to Hoyland Medical Centre, therefore, we are no less or more busy than them.</p> <p>It was suggested that Facebook could be used to promote the practice. JH responded that this, the use of other social networking sites and IT systems is currently in development.</p>

6. **Community Information:**

1. Forge Community Partnership Cook and Eat Classes; aiming to get people into healthy eating – For information PG explained this new initiative which is currently being promoted in schools and is being extended to target young women with children. Qualified representatives have attended in the surgery waiting room to promote the initiative and classes to patients. Representatives propose to visit the surgery again later in the year. PG asked PPG members to contact her if they were aware of any local organisations who might benefit from the course.
2. The Golden Memories Cafe (formerly Dementia café) is located off St Andrews Road in Hoyland (behind St Andrew's church). PG explained that the café is open to people with dementia and their carers to meet up every Monday morning. Different activities are arranged each week. PG asked PPG for their ideas for activities or presentations by organisations which might benefit the Monday meeting.

Members of the group suggested activities such as knitting squares; making poppies for a poppy net (contact Harley Mothers Union) and the attendance of musicians from the Lost Chord Charity. PG is to contact these organisations for further information.

**Post meeting:** Lost Chord is a charity which aims to improve the quality of life and well-being of those living with dementia using interactive musical stimuli to increase their general awareness and self-esteem.

3. Making Space; Barnsley Dementia Carers Outreach Support Service. This is a new, free to access service to support people in their role as an unpaid carer. Support workers can offer advice on everything from finance and welfare to medication and possible side effects. They can also provide or signpost to a range of local activities and support groups, including peer support and leisure and social activities.

PG circulated leaflets to members of the PPG and advised that the service is currently available in the Allotment Deli in The Hoyland Centre. However, support workers from the service propose to hold sessions at Walderslade Surgery once every two weeks. Details will be promoted shortly.

7. **AOB:**

1. A member of the group asked about the photograph of Dr Fairclough, as it is no longer hanging in the surgery ground floor waiting room. JH and PG are to check its whereabouts. It is possible that it was removed when the surgery was decorated or that Mrs Fairclough has it.
2. Directional signage within the surgery – JH is to look at this again (refer to item 3.3 above).
3. A member of the group asked whether the practice promoted the services of Admiral Nurses.

**Post meeting information-** Admiral Nurses can provide specialist dementia support. They work alongside people with dementia and their families giving them one-to-one support, expert guidance and practical solutions. Admiral

Nurses work across the UK in the community for the NHS, care homes, hospitals and hospices.

JH replied that the practice will look at the service, if available in the Barnsley area, but will continue to rely on local community-based dementia support services for our patients.

PG commented that practice staff promote and refer patients to the Barnsley Memory Service which provides a single point of access for the assessment, diagnosis and treatment of people with memory problems in line with the NHS national dementia strategy. Staff in the Memory Service work closely with GPs, Barnsley Hospital NHS Foundation Trust and other health professionals.

Memory nurse, Fiona Seddon, attends the surgery once a month to see and support Walderslade patients. PG suggested that it may be beneficial for her to attend a future PPG meeting. The group agreed to this.

4. 2018 marks 100 years since the end of the First World War. A member of the group asked if the practice would like to commemorate this by laying a wreath at the cenotaph at Kirk Balk on Remembrance Sunday, 11 November. JH replied on behalf of the practice that we would be happy to do this.

Following a short discussion about local planned events, Pat Gregory kindly agreed to attend at the cenotaph and lay the wreath.

**Post meeting** – Pat Gregory asked that any member of the PPG who would like to attend with her on Sunday 11 November, should contact her directly prior to the day.

5. A member of the group remarked that she was aware of comments about the length of time some patients have to wait for an appointment and also not receiving scan test results easily or quickly; patients want to know as soon as possible.

JH commented that it was possible that this could be the responsibility of the hospital to provide results to these patients, in which case, the practice might not be advised. JH confirmed the proposal by the surgery to utilise SMS messaging to communicate results. This is in the early stages of development.

6. Medicines waste - a member of the group used an example and remarked about patients being provided with every medicine or item listed on their repeat prescription when some items are no longer required.

A short discussion followed about the issue of waste.

Dr Allan commented that patients are invited to attend a medication review with a clinician at least annually. However, Dr Allan remarked that patients themselves have a responsibility to highlight to their pharmacist if they no longer require items on their repeat prescription.

JH remarked that some patients do not always inform the GP if they no longer take items on repeat. Consequently the pharmacist continues to order the items.

	<p>JH commented that the CCG is currently looking in detail at third party ordering (by chemists), items patients actually want and medicines wastage. This work is phased and Walderslade Surgery will be looked at next year.</p> <p>7. Potential project for PPG – Following on from the discussion about medicine waste, JH commented on the need to promote the ‘Repeat Dispensing Scheme’ for patient on regular medication. When a patient uses repeat dispensing, the chemist is contractually obliged to contact the patient to see if they need the same medication every time they have an order. The practice is currently promoting this but JH asked if the PPG could help by talking to patients in the waiting rooms about the benefits of the scheme.</p> <p>The practice will provide the literature / blurb if volunteers from the PPG could speak to patients. JH will send further information out to group members. At the same time, the practice would like to promote ordering prescriptions online using EMIS Online Patient Access. Members of the group agreed to help with this.</p> <p>A member of the group remarked that patients had a responsibility to manage their own repeat prescription ordering and not leave the process entirely with the chemist to deal with. Repeat dispensing and online ordering is a benefit to most patients.</p> <p>JH confirmed that the chemist should always ask the patient what item/s they require on any repeat prescription issued.</p> <p>TR asked if medication which is not past its use by date can be returned to the chemist. JH confirmed that the chemist will accept the medication, but it will not be re-used.</p> <p>8. JH asked the group to note that Karen Gallagher will be retiring from work at the end of December and will leave the practice.</p>
8.	<p><b>Next meeting:</b></p> <p>1. Thursday 13 December, 2018, 1.00pm at Walderslade Surgery.</p>