



Dr Mackenzie and Partners
Patient Participation Group

<http://connectingourcommunity.co.uk/>

**Meeting Thursday 26th January 2017 at 6.30 p.m.
Education Room Haslingden Health Centre**

Meeting notes

Attending

Jane Howell – Chair JH Elaine Bates EB – Practice Manager Barry Payton BP - Dr Ibrahim's PPG
Phil Ridings PR Dorothy Mitchell DAM – Secretary Matt Wiseman MW Leanne Gorman LG
Michelle Pilling MP – Lay Advisor and Deputy Chair, East Lancs CCG Ian Turnbull IT

Apologies

Brenda Harvey Tom Pound Dawn Perry Carole Eastham Mhairi Brady

Chair welcomed all present and introduced Michelle Pilling who was attending at our invitation. Jane hoped after observing our meeting that MP would give us an overview of her vision for PPGs in East Lancs and take questions.

Minutes of the last meeting were agreed as a true record.

Matters arising

PR commented that the practice entry on NHS Choices was out of date. EB will organise updating. From Pharmacy First, a number of issues were raised. PR outlined the issue surrounding prescribing by pharmacists supposed to reduce GP appointments but was counter-productive because of the issue of people with long term conditions and those entitled to free dispensing. MP noted this and will raise it at board level. EB reported that generally the system worked well. Further to this it was noted that there were no registered pharmacies off site in Rossendale.

Feedback from Supper Share & Tell

DAM reported and elaborated for the benefit of MP who was not privy to the Haslingden PPGs, Haslingden Community Link and REAL event in late November. Supper, Show and Tell was to provide partners with sound baseline knowledge. The evening focused on Dementia and Social Prescribing as perceived by the laity. We were to elicit the information and understanding that Haslingden Community Link (HCL) and the Haslingden Patient Participation Groups (HPPGs) need to consolidate work in progress, set up new initiatives and invest in social enterprise.

Objectives

Of the six objectives, two related to PPGs namely

1. To respond to the Lancashire Dementia Expert Reference Group (LDERG) consultation on 'What next for Dementia?'
2. To find out whether the term SP was understood and explore ideas beyond those they had already identified and sharpen the appetite for Social Prescribing in the PPGs as a means to address the issues of Dementia, the old, the lonely and the not very well.



Dr Mackenzie and Partners
Patient Participation Group

<http://connectingourcommunity.co.uk/>

Did we achieve our overall objectives?

To respond to the Lancashire Dementia Expert Reference Group (LDERG) consultation. 'What next for Dementia?' We had agreed as a group to address this question jointly with the other two Haslingden PPGs. The event was well attended by 34 enthusiastic people and the written feedback from facilitators and scribes amounted to 23 pages of text which has been reduced below but can be read in full on the PPG pages – link below. We found that:

Living well can be achieved but requires a more person centred approach; knowledge of what is available, learning about the type and course of the disease and carer support. Communication ranks high on the list of things that could be done better. Education and training were highlighted as being in need of drastic improvement. Inclusion of in all aspects of the patient's care package is needed. Preparing for the end of life could be helped if perhaps the professionals were to instigate the process and mentoring was available. A key worker from diagnosis was suggested as a way to bring the patient, carer and services together, ensuring a free flow of information, support and direction. This was viewed as something very acceptable as 'what next'.

Our full feedback has been fed back to the LDERG and acknowledged. In the spirit of partnership we copied this to members of the CCG, and the Transformation Team.

To find out whether the term SP was understood and explore ideas beyond those they had already identified and sharpen the appetite for Social Prescribing in the PPGs as a means to address the issues of Dementia, the old, the lonely and the not very well.

This was enthusiastically endorsed and there is a definite appetite to go ahead. Agreed generally that SP is not understood and ways must be found to explain it and attract people to it as a way to improve health in less maladaptive ways and free up some surgery time. It has been suggested we refer to Social Prescribing as More than Medicine.

We then considered the findings under the following headings.

Social Prescribing – More than Medicine

What have we got?

1. We tried providing activities in the Health Centre but the difficulties of getting the rooms policed by draconian PFI inflexibility. Preferring a non-clinical environment we discussed with Dr Mackenzie and EB providing this at Haslingden Community Link or other venue in the community.
2. We have a running commentary on More than Medicine in a sequence of presentation slides which could be looped in the Health Centres.



Dr Mackenzie and Partners
Patient Participation Group

<http://connectingourcommunity.co.uk/>

3. The Directory has been expanded and updated and a number of us are competent to share this via our iPad with patients in the waiting area.
4. There are weekly free Coffee mornings at HCL
5. There is a weekly Crafterama at HCL

What do we have in the pipeline?

1. More discussion and information events - There was a lot of interest expressed for having Share and Tell again for different long term conditions.
2. PPG information day ready to roll based on the Directory with the personal support essential to ensure positive outcome from the initiative.
3. Other days with Adult Learning & other providers

What do we need and what do we have to still have to do

1. Firm up with the practice regarding attendance in house and a new leaflet taking PPG out into the community.
2. Identify funding for training for new volunteers and graduates of More than Medicine

A discussion followed with which led to MP offering freely the status, value and expectations of PPGs perceived by the CCG. It is very clear MP has a strong commitment to grass roots delivery and lobbies hard on behalf of the VCFS. We covered the East Lancs Social Prescribing pilot projects which despite having positive outcomes were not implemented. DAM observed the high cost of what has to date been offered in its place. MP would like us to submit recommendations regarding ways mentioned by MW, BP, PR, JH & DAM which would lead to more local services being delivered bottom up from the community. MW reported on increased use of the Directory and the improved facilities for PPGs to use when interacting with fellow patients. MP told us the Digital Team charged with assisting PPGs to become IT Savvy and share with patients liked REAL Directory and following an event at Walshaw House this week would be contacting MW.

Practice Update – Elaine Bates

One of the Practice Nurses has left post and there will be a gap until the post is filled. There is a good response to advert and it is hoped the vacancy will be filled within a month.

A new Phlebotomy Service is now available across east Lancs with appointments up to 8p.m. Clinics are in Burnley, Pendle, Rossendale, Hyndburn and the Ribble Valley – practices will be able to advise on availability.

- This service is provided to offer flexibility for patients and additional capacity for practices.
- This service is provided in addition to and is not a replacement for existing services.
- Patients book into the clinics via their usual GP practice.
- One session per week is held in each locality.
- Patients can book into any session.
- Session times are between 6 and 8pm by appointment – (remember to take your blood form with you).
- Over 16 year old – paediatric service to follow.



Dr Mackenzie and Partners
Patient Participation Group

<http://connectingourcommunity.co.uk/>

JH apologised to MP for our having diverted her before she had the opportunity to properly introduce her role and her vision. MP is clearly a community person who is keen to visit any of the PPGs and have them communicate with her. There is a wide variety of kind of groups and some are looking to join together with others in the same area. Haslingden would be a suitable place for this as we already all three work closely together. She told us she was taking a lot of information back from our meeting and thanked us for the invitation. She issued an open invitation for any of our members to contact her with issues, suggestions and recommendations for improved involvement and engagement. Anyone wishing to take advantage of this opportunity should contact MP directly or let JH/DAM, have any suggestions for sharing with the group.

JH thanked MP and those attending and the meeting closed at 7.40p.m.

Date of next meeting Thursday 6th April 2017.