



Dr Mackenzie and Partners
Patient Participation Group

Meeting Notes – 11th February 2016

Attending

Jane Howell – Chair – (JH) Elaine Bates – Practice Rep (EB) Dorothy Mitchell (DAM)
Ian Turnbull – (IT) Linda Skarratt – (LS) Phil Ridings (PR) Tom Pound (TP)

Apologies

Mhairi Brady Brian Carter Sheila Holden Jean Shaw (Due to other commitments, Sheila and Jean will continue as virtual members)

Chair welcomed all present and presented brief notes from the meeting of 14/1/2016 and of which tonight is a resumption and continuation.

MATTERS ARISING:

TP asked how over 85s were identified for entitlement to extended appointment. EB explained the IT flagging system supported by DoB checks. She further confirmed arrangements were being made to receive leaflets in large print and braille.

Items 7-11 brought forward from January

- Adult Colouring – Trials with older people, people with dementia and their carers, teachers, general public and as a social activity were well received. Most of the claims made in the research were validated and indications are that colouring is suited to Social Prescribing. Full report available
- Homewise – at last, a way to re-cycle – wheel chairs, lifts, crutches – members reported incidences like Zimmer frames in skips. Such waste can now be avoided.
- Healthy Living Pharmacies – good idea, but we don't have any in our immediate area
- Directory – agenda item
- Prioritisation - Concern raised that after a deluge of information on Prioritisation and Connect we had no further information. DAM reported this was not entirely bad news but the process for engagement was undergoing change. The Patient Partnership Board would feed directly into the PPGs and community and locally the Rossendale Health and Wellbeing group would ensure that all matters allied to health would be included. Overall the idea is one of simplification to reduce the number of pathways we need to follow.

CHAIRMAN'S REPORT

CQC

Chairman and DAM were interviewed by Care Quality Commission (CQC) Inspectors about our relationship with the practice. We were completely confident in passing comment on every



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question asked. When asked if PPG raised issues and suggestions were addressed we were not only able to confirm that every issue raised had been dealt with, our survey outcome addressed, he could see for himself, our suggestion of flagging up the number of missed appointments accumulating each day. Out of 80 PPGs ours was the first he'd seen with a postcard like ours and he took a sample with him. Greatly interested in the directory which we were unable to show him because the wi fi though fitted, was not yet working. We invited him to the launch. When he heard about the iPads he opened up his folder again and noted it as a good idea.

Rossendale Health & Wellbeing Partnership. (RHWBP)

Fortunately, IT is a member of this group and was able to take on board the matters the group raised in the minutes. We received minutes via Ronnie Barker but IT a sitting member had not received notice of the next meeting which was to take place next morning. Our observations re Information Share: -

- The Lancashire Wellbeing Service now replacing Help Direct and other projects, appears to be geared to professionals rather than people in the community in need of immediate signposting and support. There is a suggestion some of the east Lancs 24 may be based in Rossendale as did the former health trainers. (To explore re previous stats, under promotion and potential for PPG Social Prescribing iPad users to link in.)
- Befriending service – perception that it is too focussed on hospice type referrals making it seem selective.
- Transformation Challenge – meeting felt this was yet another 'mapping exercise' to be done. We've been seriously mapped – professionals know the needs and VCFS had REAL then when LCC came along – they did it again with Wayne then again with Fiona and REAL list has been refreshed as has the RBC Welcome to Rossendale – all these people can furnish RHWNP with lists and contacts sufficient to get the project off the ground before the time is up.

PPG Newsletter

Latest version tabled – our second but very rushed inclusion. We are to start compiling now for the spring issue.

Meetings

Survey ambivalent – to continue 6.30 every two months on a Thursday evening

PPG & Dr Mackenzie

JH & DAM met Dr Mackenzie to discuss the potential involvement of PPG members promoting the Social Prescribing element of the Community Directory. It is suggested that Wednesday and Friday afternoons would be a good time. Decided that rather than disease specific, the professionals suggest people with Long Term Conditions compromised by depression 'drop in' for a brew and a



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chat. A REAL legacy from Dymphna Pepper will enable us to refer on those whose needs can be met through taking part in the range of diversions and activities being provided locally with this money.

- Ice breaking activities to be decided. – All
- Policy – procedure – declaration – DBS – Terms of Reference to be prepared for approval – EB & DAM
- Room availability to check – DAM
- Community Directory Training to be organised for all PPG members willing to participate.

PRACTICE UPDATE

There was little new to discuss since last month. Progress was being made on promoting the PPG by text. The CQC inspection had been onerous and overall disappointing. In a practice where anybody who requires to be seen is seen on the day and so many supplementary services are available on site, that the priority of the inspection was not patients, their care and the environment but on the paperwork relating to policies. We await the draft report with interest and members reassured EB that overstretched staff working hard to provide a quality service may be portrayed more kindly than she feels. PR was keen that we try and do something to publicise the poor attendance record. In December the down time due to missed appointments was – 7 surgeries!!! EB told us of the sanctions that can be implemented but which were except for occasional expulsions – of necessity – bland. As members of the PPG we are committed to consider everyone and will find ways to kindly but firmly address this situation.

REAL – CONNECTING OUR COMMUNITY

The Directory will be launched with lunch at Haslingden Community Link on Friday 26th February from 12.30p.m. All members are invited and we would really like to have as many of you attend as can make it. Our PPG will be used in the demonstration as a 'how to put your PPG info on'. There is external interest from not just Rossendale PPGs but from the East Lancs CCG and LCC – be good if we could chat with them and find out what they do. If you can make it please email info@realtd.co.uk

There being no further business the meeting closed at 7.35 p.m.

Next meeting 6.30 p.m. Thursday 14th April 2016.