



Dr Mackenzie and Partners
Patient Participation Group

Meeting Notes – 12/11/2015

Attending

Mhairi Brady (MB)
Ian Turnbull (IT)

Elaine Bates (EB) Practice Representative
Dorothy Mitchell (DAM) Chair

Phil Ridings (PR)

Apologies

Frank Cook
Jane Howell (JH)
Graham Beddows

Jean Shaw (JS)
Carole Eastham

Sheila Holden
Tom Pound

In the absence of the chairman Dorothy Mitchell chaired the meeting. The meeting extended commiseration and support to Jane who is experiencing an anxious time as her husband is seriously unwell and in hospital. Jean and Sheila were greatly missed too and members hope they will be recovered for next time and even participate in the in between activities.

Minutes - of the last meeting approved.

Matters arising:

- Suggestion Box is ready to replace the questionnaire box. A suggestion made to MB at the flu events was - What about an email to all on repeat prescriptions to see if they would like to be part of the PPG?
- EB will pass on the filled in questionnaires for analysis which we will write up and circulate.
- Feedback from Dementia Awareness and Virtual Dementia was very positive. 96 people took part and Tesco have been put in touch with the chair of Dementia Friendly Rossendale (DFR) and are likely to become a dementia friendly store. Chair of Dementia Friendly Rossendale (DFR) has been in touch with a view to finding out how they could offer these sessions. EB said staff who were unable to attend would definitely wish to do so. We already have names of those of our group who were unable to manage the dates.
- The TV in the waiting room is working but because of its clever properties, keeps switching itself off. PR was able to suggest ways and means and EB will contact/visit Community Link to see how they keep theirs going and have the facility to add on themselves without IT support staff.

Chairman's Report

The content of the brand new PPG Newsletter covers much of what concerns us however we have a further half inch of paperwork accrued since the last meeting.

- CCG information on dementia for children and young people now available
- Integrated Care – information for patients – and our response to their request for comments. Thank you to the 5 members who sent comments through our group and which have been submitted to the CCG.
- Integrated Neighbourhood Team (INT) – another wordy leaflet with small print telling us and everyone who picks up a leaflet about who is involved. Then a mention of the different levels of service – on hospital discharge and keeping us out of hospital then variations on when it is available and what the criteria is. We had previous good feedback however JH suggest we look for a 6 month feedback on the service. It seems likely she will be an active mystery shopper of this service.



Dr Mackenzie and Partners
Patient Participation Group

- The next batch of papers relate to a less intensive service than Integrated Neighbourhood Team delivered as the Lancashire Wellbeing Service. Again there are several levels and a large cast making it another maze.
- Moving on to the proposed changes to the Health Visiting Service. The suggestion is that Health Visitors no longer practice in the surgery but in places in the community instead. EB reported that our clinics were well supported with well into 3 figure numbers of births and a feeling that as it was going well, why change it. The meeting overview is that this is the antithesis of the proposed new primary care understood to be bringing services back to where they came from. The difficulties of mothers with new babies and toddlers having to make two journeys was not in accordance with the 'one stop shop' plans. Our view is that you can't get more central than our health centre.
- The development of a Patient Partnership Board – another layer – more twists – more paper – this paperwork was followed up by an email from the Rossendale PPG making a very common sense suggestion that this new body be formally set up within the remit of East Lancashire PPGs and useful to them.
- PRIORITISATION and the proposed Rossendale model.
- Pharmacy First – a Minor Ailments Scheme

For a meeting lasting an hour alternate months – All that has gone before, was agreed to be far too much information and that if as a PPG we were to add value to the practice and of any benefit to patients, we required a simple 'how to' guide when we engage with patients and staff. The experience of members supporting the flu clinics support this.

Practice Update

EB reported the ongoing problem in recruiting doctors. The problem is getting worse. New doctors prefer to take the very lucrative locum route to and in general practice. There is no indication of when and how this matter is to be resolved nationally. Discussed – is there someone among our membership that could spearhead a '**come to a fabulous place and be our GP**' as a group elsewhere did? There is now difficulty in recruiting nurses for the same reason. The last nurse appointed, only with us for a short time has found the travelling onerous. There are vacancies for practice nurses and care assistants. Within this the discussion we picked up on the PPG attendance at the flu sessions. We gained an interest from a further 21 people who have been contacted by email or letter. Most have a preference for a virtual /electronic group involvement. However, with the massive changes in, where care is available, delivered, how and what for, we agree that as members of the PPG some of the issues raised could be exacerbated because of what 'we don't know'. We now have 31 virtual members and 7 postal. The overall state of the practice is overload due to staff shortage, the above average health local needs and an element of not using the services provided. Meeting agreed this has repercussions as the 'use it or lose it' habit kicks in. The youth nuisance continues. Police presence drove them away for a few nights but they're back.

Dementia Friendly Rossendale

Unfortunately with Jean being ill we did not have her report. We know she has accepted a cheque from ASDA for the Memory Choir and she is in contact with Jake Berry about ongoing support. There was a lot of interest in the Veterans in Communities (VIC) Social Prescribing offer available to



Dr Mackenzie and Partners
Patient Participation Group

dementia sufferers so she was instrumental in setting up a pilot session. Held at Community Link this exceeded all expectations and very shortly VIC is to be opening up drop in sessions for them.

REAL Rossendale Directory and Social Prescribing and community transport

For those who have just joined us the background is:

Rossendale Enterprise Anchor Ltd (REAL) is a local charity which supports community initiatives by finding ways and means for projects to be set up, operate successfully to a standard that allows the public sector to invest in them and when appropriate work jointly. REAL uses the skills and experience of people who mainly, but not exclusively have retired and happy to give back for the Common Good. The same people involved have more or less been there for a quarter of a century and decided that this was a good time to wind it down and distribute their assets to those in the community who may wish to carry it on in some way. To this end their Directory which is a website and newsletter which offers over 2000 things to go, places to go and people to see. Most of these are things which could be 'prescribed' to people who are not very well, lonely, struggling with young children, teenagers, strangers to Rossendale etc., that could make things better. REAL has partnered the CCG, CAB and RBC to improve and extend the content and make it available to not just the community but the people in the public sector working in the community who need to know, find out and make use of social prescribing in their practice. (**Social prescribing** is a means of enabling primary care services to refer patients with social, emotional. or practical needs to a range of local, non-clinical services, often provided by the voluntary and community sector). A further use, is for PPG members when participating in activities in the surgery having an iPad so that when people raise matters of concern, the PPG member can immediately click and have the right answer – on the spot.

The directory update is now almost complete and will be launched early next month when REAL will offer familiarisation workshops so the PPG members can get the best use of it.

Community mini bus - One of the main problems highlighted in many surveys asking what could be done to improve the lives of older people in Rossendale was the lack of suitable, affordable transport. In an attempt to resolve that problem REAL has now purchased a Mini Bus for use by the Older Community in Rossendale. The Mini Bus has been adapted for wheelchair access by addition of a tail lift and can accommodate 5 wheelchairs and 5 passengers including driver. The maximum is 5 wheelchairs but the vehicle is tracked throughout so the ratio of wheelchairs to passenger places is flexible as passenger seats can be clicked in and out as necessary. Without wheelchairs the maximum capacity is 12 including driver. For further information regarding use of the vehicle and the conditions laid down for its use please contact the Administrator Kath Payton on 01706 833190 or email kathpayton@btinternet.com.

PRIORITISATION and Correspondence

At his stage in the meeting we knew it was essential we made some decisions so we could make progress.



Dr Mackenzie and Partners
Patient Participation Group

- All present felt of one mind in that if a PPG was to provide a useful function it was essential they 'had the tools to do the job'. To this end we propose informing our representative on the Patient Partnership Board, Ronnie Barker and our CCG manager Andy Laverty of our feelings. We will suggest that a link in the Directory be available so that we can answer questions and know what we need to know as we undertake any duties we assume as me PPG members. We will set a small working party up to ensure we pass on our content requirement. IT, PR & MB willing to contribute. Action – JH & DAM
- EB will create the necessary text message to increase support for the PPG
- EB will follow up two people who wish to join
- We will host a colouring event in the training room to see if we can replicate the result of JS event and ourselves gain more insight into what social prescribing is. Action DAM to arrange date with Property – once the drainage work is complete but before Christmas.
- We should consider holding the meetings during the day – Action DAM to survey
- We will survey the membership to establish which members' preference is a closed group and those who would prefer it to remain closed. Action DAM

Date of next meeting 6.30 p.m Thursday 14th January 2016 in the Community Room. (if by consensus it is agreed to meet during the day, this will change – please watch out for information).

The meeting closed at 7.25 p.m.

ABBREVIATIONS

CAB	Citizens Advice Bureau
CCG	Clinical Commissioning Group
DFR	Dementia Friendly Rossendale
INT	Integrated Neighbourhood Team
PPG	Patient Participation Group
RBC	Rossendale Borough Council
REAL	Rossendale Enterprise Anchor Ltd
VIC	Veterans in Communities