

Waterfoot Group of Doctors

Patients Reference Group

Meeting on Tuesday 6th September 2016 at 6pm.

In attendance: John Doherty(JD) Ronnie Barker(RB) Carole Barker(CB) Robert Jeeves(RJ) Jodi Boys(JB) Lois James(LJ) John Moore(JM) Phillip Hodgson(PH)

Apologies: Dr D M Doherty

16-30 Speaker: Lisa Sanderson-Community Care Navigator Coordinator-Lisa gave the group an overview of her roles promoting greater partnership working between the community and general practice, strengthening the links between the voluntary sector and the community. The aim is to recruit Care Navigation Volunteers in order to identify and support individuals in the community, on a one to one basis, at risk of loss of independence or hospital admission as a result of inadequate social support. Lisa identified expected outcomes and benefits as:

- (A) Reduced levels of frequent attenders in primary care.
- (B) Reduce levels of A&E attendance.
- (C) Increase levels of social contact and awareness of local social activities.

The group were able to support Lisa in her work by identifying local groups to include:

- (a) REAL, in particular their Community Directory for Rossendale.
- (b) Rossendale-Good neighbour scheme.
- (c) Veterans group.
- (d) Dementia Friendly Rossendale group.
- (e) The Hospice Befriending Service.

Methods to raise awareness of the provision offered by the Burnley, Pendle & Rossendale CVS (Council for Voluntary Service) and funded by the CCG were discussed to include social media, Facebook and Twitter.

Reference was also made to Communicars, another CVS led initiative to help to lessen the effect of isolation in the Community.

16-31 Speaker: Hassan Awan- Waterfoot GP Trainee Mental Health Presentation

Hassan gave the group an overview of his work as an academic trainee his research focus is, how to improve the physical and mental health of patients with mental health needs. He announced his intention to interview 10 Patients and 10 Stakeholders using a set of prepared questions.

The main points fed were to look into the organisations that work with patients with mental health problems from a non-medical perspective as well as to ensure clarity with what is being offered and what is needed for patients to open up, and making sure the questions asked are easy to understand.

Hassan thanked the group for their contribution.

The minutes for the 05/04/16 meeting were agreed as a true record.

16-32 Clinicians slot

(JD) Informed the group that the Health Centre was to be inspected by the C.Q.C. on Monday 19th of September.

(RB)(JB) Support was offered to meet with the inspectors.

(JD) Asked for help with the photocopying of evidence.

16-33 A discussion took place regarding prescription ordering in the absence of Stephanie the Well Pharmacy Manager who had asked to attend the meeting.

(JD) Informed the group that some progress had been made to improve the processes used to order medication. (LJ) Suggested that the new ordering of medication via telephone appeared to be better. Two members reported 'Rejections' of online EMIS repeat prescription ordering to which JD stated this would be corrected by Receptionist training. Another member stated more needed to be done as it was felt the failings of the Pharmacy was adversely affecting the Practice's reputation.

(JD) Informed the group that the Health Centre was now a Nurse Training Hub for East Lancashire and was very successful working in Partnership with Turfcote and Ashlands Care Homes.

16-34 Any other business.

(RB) Informed the group of the items on Face book that had attracted over 100 likes. Top of the list with over 400 likes was a poster produced by Health Care Assistant Deborah Wilkinson highlighting the issues around mental health.

Thank you Deborah.

(RB) mentioned the 'Together a Healthier Future' engagement event to take place at the King George Hall in Blackburn on Monday 12/09/16 at 5pm to discuss Health and Social Care working together in Pennine Lancashire with the support of East Lancs CCG and Blackburn with Darwen CCG.

(JD) Asked the group for help to maintain the planters outside the Health Centre. (JB) Offered her services.

Date of next meeting

Tuesday the 6th of December 6pm