

Notes from Heath Lane Surgery Patient Participation Group

Held: Thursday 26th January 2017

- 1. Present:** Jan Gregson, Dr Sarah Holt, Matthew Hulbert, Ann Myatt, Ann Sowman, Margaret Stevens, Clare Taylor, Jackie Telford, Leanne Thomasson, Ann Walsh, Eunice Ward.
- 2. Apologies:** Wendy Edwards, Roger Ellis, Diane Lucking, Donna Macintyre, Hazel Thomasson.
- 3. Welcome:** On behalf of Roger, Clare welcomed everyone to the meeting, particularly Dr Sarah Holt who was joining the PPG.
- 4. Matters Arising from meeting of 24th November 2016** and not on the agenda
 - 4.1 Medical Waste Campaign:** CCG Medical Waste Campaign will be running in the near future. Our Medical Waste Campaign information had been taken down at the beginning of December 2016 and had been offered to other local surgeries for publicity. A meeting on this topic was due to take place on 31st January 2017 at Ratby Surgery; CT will try to attend.
 - 4.2 'Little Book' self-help series:** CT to liaise with Earl Shilton Library over publicising this resource. **Action: CT**
- 5. Main Notice Board Campaigns 2017:** CT reported that a festive '**Stay Well this Winter**' theme had been displayed throughout December 2016; this was replaced on 6th January 2017 with a display focusing on **Non-Attendees (DNA's)** and '**Choose Right**' which directed patients to appropriate sources of help, advice and support.

A '**Look After Your Heart**' campaign will be prepared for February, to coincide with the national campaign. Main focus will be on 14th February when PPG members are encouraged to come into the Surgery at any time between 8.30 – 11.30 and 2.30 - 4.30 to distribute Healthy Heart information and to encourage patients to use the blood pressure / pulse machine located in the far waiting room. Staff and PPG members are encouraged to wear red that day to support the campaign. *Information will be left at Reception for those interested in helping.*

LT explained that for the past five years she had organised a **fundraising campaign** at National Grid, in aid of British Heart Foundation. CT offered to send for free fund-raising packs. AW to ask the Partners about their views on fund-raising. **Action: CT and AW**

Know Diabetes. Fight Diabetes Campaign to be organised to coincide with National Diabetes Week 11 – 17 June 2017.
- 6. Feedback from Locality PPG Meeting:** No-one from our PPG had been available to attend this meeting which had taken place on Wednesday 25th January 2017.

AW should receive minutes and will distribute them to Group Members. CT explained that this is normally a very interesting afternoon meeting with a good lunch; she encouraged members to consider attending. **Action: AW**

7. Practice Updates (AW):

7.1 Flu uptake figures 2016/17: The Practice had reached CCG targets for over 65's, under 65's at risk, pregnant women, and were just under CCG target for 2-4 year-olds. Various suggestions had been made to improve uptake including starting the vaccination round earlier (in September); looking at processes in Barwell and Hollycroft Surgeries where the uptake is higher than at HLS. PPG Members raised the issue of vaccinations being carried out by the Pharmacist – AW reported that HLS has approximately 160 vaccines left, the Pharmacy carried out 150 vaccinations. PPG Members raised concerns that the trend towards using the Pharmacy for vaccination may increase in future years.

7.2 'Communicating with the PPG Form': A query had been raised at the November meeting over the whereabouts of these forms; the form is now available on reception.

7.3 Thinking ahead about medical treatments in advanced illness - LOROS

Study: AW distributed a leaflet and explanatory letter from LOROS over this research study asking for help in identifying suitable participants. The study aims to identify barriers, enablers and person-centred outcomes for discussions about deterioration, dying and resuscitation and should provide evidence for training professionals. The study involves participants attending a two hour workshop to share their views. Contact: research@loros.co.uk or 0116 231 8498. PPG Members thought it may also be useful to construct a display for the main notice board on this very sensitive subject – this will be planned for the summer. **Action CT in May/June 2017.**

7.4 Dialysis Room: AW has informed LGH that a second patient can now be accepted in our Dialysis Room (each session takes 4.5 hours and is carried out three times each week). She is now planning a public launch for the facility. Ann also reported that our Dialysis Facility has reached the final three of a National Innovation in Health Award scheme; PPG Members congratulated the Surgery on this achievement and felt that it was important to obtain maximum publicity. The PPG's invaluable input into the garden and soft furnishings was also noted. Members were willing to assist with any publicity event.

7.5 Productive General Practice Initiative – an update: NHS England are funding Practices to be involved in proactive innovative programmes. This comprises a specialist from Toyota providing coaching and mentoring in relation to Practice systems. The first strand of this initiative involves Reception processes. Outcomes involved streamlining procedures in various areas (i.e. paper notes for infant vaccination; blood form systems; GP's requests for urgent fax transmissions). The second strand involves management of high user patients (some use Practice services up to 50 times each year); their individual needs will be reviewed and where appropriate specific 'Care Plans' introduced.

7.6 Possible extension to the Practice Premises: Partners are moving forward with investigating potential for an extension. A funding contribution has been provisionally approved by NHS England. Various business cases have been developed. The extension would be to the rear of the conservatory and would involve: four consulting rooms, minor surgery suite, record storage room and office. This development should, to a certain extent, 'future proof' the Surgery.

7.7 106 Development monies to extend the Car Park: It is understood that planning permission has been granted for a housing development on Bowley's Fields. The intention is that within this development the Surgery Car Park capacity will be increased by 50%. AW was in correspondence with the Planners. EW outlined the proposed entrance to and access from the new estate. MH agreed to find out more about the planning process. **Action MH.**

7.8 Staff Changes: Jackie Barlow retiring; Sarah Smith leaving; Dr Batton(registrar) returning for eight weeks to complete training; Dr Pareek (registrar)due to start; Dr Villanueva(foundation year doctor) has recently qualified and is working towards becoming a GP.

7.9 DNA Rates – how to reduce: AW had compiled broad figures for DNA patients (including those relating to GP visits, Phlebotomists, Nurses etc.). Approximately 50 GP DNA's were reported each month, some following urgent phone consultations. She explained that additional software had been purchased to remind patients of appointments, and that a phone call reminder is made in relation to longer or complex appointments. Members suggested that (where appropriate) a letter be sent to the patient after three DNA's explaining the inconvenience, delay for other patients who could have used the appointment, and costs involved. **Action: AW discuss with the partners**

8. Any Other Business

8.1 MH raised the issue of **ear syringing** and asked why this had apparently been discontinued by the Practice. AW explained the equipment failures and the eventual decision to curtail syringing, particularly as the NICE recommended treatment route showed no difference in outcome between irrigation and use of Olive Oil. Dr SH provided a medical explanation in relation the cessation of this treatment. MH was concerned that patients were being given inadequate information about alternative routes to treatment (which can cost £100 if done privately). AW explained that a leaflet was available on Reception and should have been provided; information also exists on the website.

8.2 LT and HT had attended the '**Future of Hinckley Wellbeing**' meeting and reported back. The main focus of the meeting had been the 'Home First' initiative whereby elderly patients are cared for in their own home as far as possible with a multi-agency approach to care provision and rehabilitation where appropriate and safe. Discussion had also involved the closure of Hinckley Hospital and the dispersal of services elsewhere (*see September 2016 minutes*). Use of the 111 telephone system was also raised.

8.3 MH had attended and **LRI Alliance meeting**, he would circulate minutes to PPG Members. **Action MH**

8.4 Licence bids had been submitted for **Hermitage FM** radio to broadcast on Health related issues (*see July 2016 minutes*); we await more news from Dr Eynon on this issue.

The meeting closed at 7.45 (1 hour 45 minutes duration).

Next Meeting: Thursday 30th March 2017 at 6.30 in the Meeting Room HLS.