

HEATH LANE SURGERY PATIENT PARTICIPATION GROUP

THURSDAY 29th SEPTEMBER 2016

Present

Roger Ellis, Wendy Edwards, Margaret Stevens, Jackie Telford, John Brown, Jan Gregson, Mathew Hulbert, Clare Taylor, Ann Sowman, Jeanette Poole.

Apologies

Andy Burns, Ann Myatt, Eunice Ward, Ann Walsh, Hazel Thomasson, Leanne Thomasson, Dr Morgan, Donna Macintyre, Diane Lucking.

Welcome

Roger gave a warm welcome to Mathew Hulbert, who is the newest member to join the Earl Shilton PPG. Roger also welcomed Rose Unwin and Dr Wilmott who represented the West Leicestershire Clinical Commissioning Group, Patient Experience Project; they are involved in the co-design of Hinckley community services.

The CCG explained that Hinckley Cottage hospital needs to be brought up to date or else it will not get accreditation for the services it currently delivers. The issue has been given careful consideration noting that it is a Victorian building. Therefore any renovation work is likely to be costly. The CCG have worked with various other groups in the area over the last year looking at how services and appropriate buildings could be delivered if Hinckley Cottage Hospital was to close.

There followed a short talk on Hinckley Cottage Hospital and what services still exist there. CCG colleagues stated that there has been a lot of scaremongering about losing the services currently provided by the hospital if it was to close; however they told the group that the focus was to keep services in the Hinckley area. Options have included looking at health centres, new builds and the neighbouring newer built Hinckley Sunnyside hospital.

There will be a public consultation in the next year to find out what the public want; this will be over a 12 week period.

Neither the Health Centre nor the Out- Patients clinic will be moving; they are looking at utilizing the space within the Health Centre. X-Ray could also be moved there. The

premises and space at the old Sunnyside site is being looked at. The group are looking at ways the old hospital buildings could be used if closed. Rose said that nothing would be closed until new services were in place.

Rose and Dr Wilmott asked if the PPG had any questions, Roger said the ideas that they had conveyed were very positive; various questions followed. Mathew asked if there was anything the PPG could do to assist with getting the correct message out to the public. Dr Wilmott responded by stating to share what they had learned tonight with members of the public, reassuring them that no services will be lost, just relocated within the Hinckley area, there is a web site that can be viewed.

www.westleicestershireccg.nhs.uk./consultation-hub Roger thanked Rose and Dr Wilmott for a very enlightening talk.

Notes from last meeting

All had received a copy of the minutes.

Practice Update

Flu days Jeanette informed the PPG members that the Flu reps had been contacted and they no longer provide Flu campaign t-shirts. A discussion followed regarding whether the PPG should have official T-Shirts for when they are working in the surgery. Jeanette stated that it would be difficult with the different shape and sizes therefore they couldn't be shared and everyone would need one. Jeanette suggested official badges the same as the receptionist's wear. Clare has costed them in the past at approx. £10 per t shirt; a suggestion followed of whether the group could get sponsorship from a local business?

New bin is in place and being used.

Parent and child extra car parking space- extra parent and child parking space is in place; thanks were given from the mother that had raised the subject.

Staffing- The following have joined the reception team, Stephanie Leach, who has worked at the surgery before and Joanne Branson; these are due to movement within departments and one receptionist has left.

New Telephone System Jeanette explained that the practice had been having a considerable amount of complaints regarding the telephone system and how patients seemed to be holding for considerable lengths of time. She had arranged a meeting with the company to understand the routing of calls and as a result found that they had a technical fault. This has now been rectified; apologies have been put on the web site.

Web Site James has worked on the web site, updating it. Jeanette said that he has made an excellent job and has asked everyone to have a look and feedback.

Notice Boards Roger thanked the group for excellent looking notice boards particularly the 'Prescription Medication Waste' campaign board that Clare and her family completed. Jeanette also stated that the Federation were particularly impressed and had been down and taken photographs to share with other practices. Clare stated that this will stay up until November and then thoughts of looking at a Stay Warm Campaign.

AOB Claire said she had attended a PPG networking meeting on the 8th September, Claire will send the minutes out herself to PPG members.

Patient Engagement Meeting this was run by the federation. Clare attended this last week at the Green Towers building in Hinckley; she said the meeting covered people with long term conditions and over prescribing; she stated it was good meeting and very interesting. Jeanette gave out a federation designed leaflet on medication waste and informed the group that the federation were in talks with CCG about arranging a medication/drug amnesty where patients could bring all there unwanted meds/drugs.

There is a federation meeting on 12th October at Heath Lane Surgery; any PPG members are welcome to attend just let Belinda Lee-Botting know

Belinda.Lee-Botting@gp-c82121.nhs.uk

Contacting patients by email Jan asked if it was possible to contact patients via e mail; Jeanette said that the surgery did not have enough resources to manage this at present.

Date of next meeting

24th November 2016 at 6 30pm.

