

Minutes of the Baslow Health Centre Patient Participation Group (PPG) meeting held on Thursday 3rd September, 2015 at 6.30pm.

Present

Patients:

John Beauchamp
Jane Buckham (Chair)
Jennifer Harris
Peter Thompson
Keith Maslen (Minuting Secretary)

Staff: Dr. Waterfall

In attendance: Amanda Griffiths & Emma Lowe. Guides

Neil Moulden Derbyshire C.E Derbyshire Dales Council for Voluntary Service.

1. Apologies for Absence

Ellie Anderson, David Dawson , Gerry Key, Gordon McPhie(Treasurer) , Julia Warne, Lorna Wilson,

2. Neil Moulden Chief Executive, Derbyshire Dales Council for Voluntary Service. /Discussion on the role of the PPG in the provision of services to elderly and lonely patients.

Neil outlined the type of befriending services available in the Derbyshire Dales, some of which were national services and others which were local. Age UK offer a nation wide structured high quality befriending service with training for its befrienders. Like many national befriending services, Age UK lacks the capacity to provide a comprehensive service and there are long waiting times. There are also specialist organizations like MacMillan Trust which provide support to people who are 60 or over, who have been affected by cancer or other life limiting conditions and the people who care for them. (They are setting up a new project in the Derbyshire Dales involving befrienders and shopping friends. Go to <http://www.macmillan.org.uk/inyourarea> for more information)

Neil was in favour of local providers such as the Hathersage Care Line, which provides a telephone befriending service to vulnerable people in the Derbyshire Dales and the various lunch clubs and drop in cafes that already exist in the Derbyshire Dales.

Knowledge of what is available in the area can be obtained from the 'Community Directory Derbyshire' <http://www.communitydirectoryderbyshire.org.uk>

Identification of socially isolated, vulnerable and lonely people and their needs is best done locally by neighbours, local clubs and societies, the churches, social workers and health workers.

On the question of insurance; activities carried out by organisations, such as the churches or clubs and societies, are likely to be covered by their insurance policies.

There are around 150,000 support groups in the UK and around 4,000 are listed in the Community Directory Derbyshire. The DDCVS can have more influence in obtaining help from the existing services.

DDCVC can assist with the setting up of voluntary befriending groups and help with funding and training.

Amanda Griffiths and Emma Lowe indicated that the Scouts and Guides would like to become involved with any community project. They would encourage not just the scouts but their parents and families to get involved with activities like social meals befriending. Local schools could also become involved.

Neil emphasized that local services have a valuable roll to play as they have a better understanding of who needs what in their community and summed up his contribution by saying that we should maintain our enthusiasm and do appropriate things.

ACTION: Loneliness subgroup. Jane Buckham to contact Hathersage Care Line. Scouts to consider how best they can contribute through national schemes or local activities

3. Adoption of the Minutes of the Last Meeting

The minutes were accepted and signed as a true record.

4. Matters Arising

Blood Donors Shortage (item 9:1) It was suggested that this was included in the next newsletter
ACTION: Communications Subgroup

5. PPG Objectives for 2015-2016

5.1. Communications. There was nothing to report from the communications subgroup

5:2. Urgent Prescription Delivery Service. Keith Maslen referred to the report circulated with the minutes. The updated number of deliveries made between May and August was 15. Some problems were reported in locating properties. Keith had produced some guidelines for the surgery which would ease the problem:

- Provide some indication as to where the property is and if possible any identifying features, as it is often difficult to locate or read the house names. This information might be obtained either from the surgery staff or from the patient.
- Telephone the patient to check that someone will be in to receive the medicine
- Write the patient's phone number on the prescription bag, to allow the person delivering it to get directions, should the property prove difficult to find
- Keep a record of the number of deliveries, the area to which they are made and the person making it.

Dr Waterfall confirmed that the surgery staff would introduce these measures.

Volunteers, delivering medicine, were asked to check that the person receiving the medication is the person for whom it is prescribed.

ACTION: Surgery & UPDS Volunteers

5:3. Involving Younger Patients. Good progress has been made this year with the addition of a teenager serving on the committee and the involvement of the Scouts and Guides in our plans to improve the lives of the vulnerable, elderly and lonely in the community.

5:4. One Appointment One Patient, One Problem. The PPG were asked to publicise this message at the last meeting but there was concern that this policy may be taken the wrong way and that some patients may be reluctant to give all of their symptoms. It would be preferred for the PPG to emphasise that if patients think they have multiple symptoms which may take longer than ten minutes then they should book a double appointment.

ACTION: Communications subgroup. To be included in next newsletter

6. Practice Update

6:1. Urgent Prescription Delivery Service. The service is working well for the surgery

6:2. The Advanced Practice Nurse Alison Ward. Feedback from patients has been very good.

6:3. Minor injuries/ailments. The Advanced Practice Nurse, Alison Ward, is available to deal with many health problems and can prescribe some medicines. The PPG suggested that Alison might operate a drop-in session. However, at the present time she can see patients the same day at booked appointments.

6:4. Dispensary Refurbishment. The dispensary is due to be refurbished this weekend.

7. North Dales Network Integrated Care Feedback.

Minutes of the NDNPPG meeting have been circulated with the Kings Fund video link explaining how integrated care is going to work.

8. Any Other Business

Keith Maslen will circulate an updated committee membership list for members to check for errors and to add their names to any subgroups they may wish to join. **ACTION: Keith Maslen**

9. Date and time of the next Meeting: Thursday 5th November at 6:30pm. 2015

Meetings for 2016: 7th January, 3rd March, 5th May AGM,

The meeting ended at 7.57pm.

Please let Jane have any items for the agenda by Wednesday 28th October, so that the agenda can be agreed and circulated in good time.