

Summary PPG Meeting Thurs 23rd June 2016

Present: Karen Calder; Christine Charlesworth; Mary Hardy; Mandy Pilling; Christine Poole.
“Visiting with a view”: Richard & Jayne Holtom

Apologies: Dr Raichura; Samantha Vos

Introduction & Welcome

MH: backstory of group and own involvement, highlighted issues faced by GP's from a recent Patients Association article.

KC: summary of her work with Health & Wellbeing Board, issues currently facing local CCG's such as Future Fit, need for Community Fit to be adequately resourced, STP – a deficit reduction plan for Shropshire and Telford & Wrekin.

MP: desire for practical, hands-on involvement with the housebound/isolated, giving something back to the community we are part of.

CC: Practice Manager almost 30 yrs, presented a comprehensive profile of the Practice.

CP: Dispensary Manager 4+yrs, highlighted savings achieved by introduction of ScriptSwitch, which led to discussion re reducing wastage of prescription drugs, especially from hospitals.

<http://www.optum.co.uk/healthcare/prescribing-decision-support/scriptswitch.html>

Patient Access scheme has proved beneficial:

<http://www.hodnetmedicalcentre.co.uk/pages/Online-Services>

Report on PPG stand at Right Royal Party

- Still a great deal of work to be done on raising awareness about the PPG; comments gathered included general satisfaction with the services provided and with open surgeries, desire for a female doctor, desire for provision of travel vaccinations. (Practice staff explained reasoning behind reduction in the latter.)

- KC will promote the need for more PPG members around civil parishes in her area.

- Discussion with members of a Whitchurch PPG revealed they had found a similar lack of focus.

- A local resident passed on info about Contact the Elderly, a national scheme with some similarities to Co-Co. Discussion followed around the benefits/drawbacks of both schemes.

<http://www.contact-the-elderly.org.uk/>

Co-Co

- MH: We now know that we can send our people to other practices for training; KC & KP awaiting suitable opportunity.

- A couple of our trained volunteers have recently asked MH what is happening next.

- There is a co-ordinators' meet and share day at SH Shrewsbury in July. MH plans to attend.

- The difficulty of knowing how far to move ahead with actioning DBS checks whilst we await confirmation from the doctors. We feel the ball is in their court at present, but don't want to lag behind then cause delays.

Improved communication with the Practice/appt of Community & Care Co-ordinator

KC reported on her recent discussion with Dr R (and CC) and delivery of MH letter requesting improved communication between the PPG and the doctors.

Dr R would like to move the meetings to a Thursday afternoon, around 3.00.

This was agreeable to all concerned, *provided we had adequate notice.*

We have no desire to overburden or harass the doctors with multiple items, but we do feel that the matters of appointing a Community & Care Co-ordinator and making progress with the Co-Co

scheme are intertwined and both need priority attention if things are not to grind to a halt, and if our volunteers are to stay motivated.

Background info on C&C Co-ordinators available here, generic leaflet can be downloaded - penultimate point under How can they help me? section connects with Co-Co or similar schemes: <http://www.shropshireccg.nhs.uk/communitycare>

CC had been tasked by Dr R with seeking suitable candidates for the C&C C vacancy.

In the meantime, KC suggested setting up and attending a meeting between Dr R and **Adrian Johnson**, who is well placed to advise on both Community & Care Coordinators and Co-Co through his connections with **Better Care Fund**. (This aims to reduce hospital admissions by helping people to maintain their independence and stay healthy within their communities.) http://www.local.gov.uk/health-wellbeing-and-adult-social-care/-/journal_content/56/10180/4096799/ARTICLE

Actions prior to next meeting

CC to speak to Sharon Brown ahead of the July MDT meeting, asking her to promote and encourage the uptake of Co-Co, and plug the value of having a C&C Co-ordinator in post.

CC to contact AJ, set up meeting with Dr R before holidays if possible, inform KC of date.

MH to contact Jenny Gough at Severn Hospice to ask how to set the DBS procedure in train for the volunteers. Are they waiting for us? Do we need to be doing anything at this end?

(CC to continue search for suitable C&C C candidates.)

If all the above can have taken place before our next meeting, we hope to be able to see forward progress on both fronts.

To that end, we scheduled a *tentative* date of **Thurs 28th July (afternoon)**. MH will confirm. ***Please send her any agenda items that come to mind.***

Update from Practice Staff

After various comings and goings, more help is still needed in the dispensary.

A.O.B.

Thanks to all for their contributions to a very informative meeting, and to R&JH for coming along. After consideration, please confirm with MH that you are happy to join the group.

We can all continue to educate ourselves about current issues in the health sector, and become more aware of what is out there for future signposting opportunities.

e.g. **Healthwatch Shropshire** www.healthwatchshropshire.co.uk