

Hodnet Patient Participation Group
Summary of informal meeting held Thurs 20th Aug 2015 at The Bear, Hodnet

Present: Mary Hardy, Derek Hodge, Zyg Nilski, Mandy Pilling
Apologies: Christine Poole

DH reviewed matters covered on 2nd July.

3 outstanding questions for CC:

- has the “Young People are Welcome” document been displayed in the surgery and added to the HMC website?
- where are things up to regarding possible appt of a Community Care Co-ordinator? Was the PPG’s encouragement to go ahead with this relayed to the doctors?
- are the results of the CQC inspection available yet?

Emergency medical information: it was agreed that the “Message in a Bottle” scheme would be helpful. **MH** to get back to her contact at Drayton Lions and request a starting supply of 50 cannisters, along with appropriate publicity to be displayed at reception if available.

Two-way communication with the surgery: the group would value input/response from the doctors about suggestions they have made previously, since they were more likely to get feedback from the wider patient body.

Outstanding question for CP: has it been possible to ask Dr Raichura and the nursing home reps for suggestions about raising the profile of the PPG in the nursing home sector of the practice’s work?

Need to raise general awareness of PPG’s existence: MP suggested an Awareness Board, maybe in the waiting room, to raise the profile of the PPG and the issues it could consider.

MH to search for suitable promotional material which may already exist.

Shropshire CCG: DH pointed out that this group’s website was a useful resource containing material on a variety of topics which we may not be aware of.

ALL: please browse this website: <http://www.shropshireccg.nhs.uk/> particularly the info on the **Local Services** tab.

- a) It would be helpful if we as a group were more aware of this type of material ourselves.
- b) Are there ways we could promote awareness of some of this useful information amongst the wider patient group?

MH reported on the recent CCG Listening Event in Drayton which she had attended.

<http://www.shropshireccg.nhs.uk/news/orthopaedic-surgery-listening-events-3134/>

- Shrops CCG have highest spend on orthopaedics in the country.
- Need to save money. Suggest improving and increasing conservative management of hip & knee problems, delaying surgery until really necessary and genuinely the best option.
- To this end have run a successful pilot scheme in S. Shrops, offering physio, advice on lifestyle factors, pain management, walking aids, etc.
- Wish to trial this in N. Shrops too, but chronic shortage of physios. Difficult to recruit or appoint more whilst spending vast amounts on surgery.
- Feedback from all listening events plus Board’s decision to be made available on CCG website in September.

DH reported on data from the recent Parish Plan (Hodnet) relevant to the Practice.

DH to circulate main points in draft form for members to consider further.

Obtaining Blood Test results through Patient Access website: MH asked whether this could be a possibility. Because of the secure log-in arrangements confidentiality should not be an issue and it would mean that patients could access this info at a time convenient to themselves, rather than having to hit the narrow morning window of 11-12. Careful thought would need to be given to devising suitable categories of response.

A worthwhile question: **DH** to pursue this.

Group membership:

DH to ask AR if she would like to conclude her involvement with the group in view of imminent university plans.

DH to convey to KC that she had been asked after and say we look fwd to her continued involvement in due course.

Another young member would be useful – does anyone spring to mind?

Next meeting: Thursday 8th October, 6.30pm, The Bear