

Hodnet Patient Participation Group  
Summary of meeting held Thurs 8<sup>th</sup> October 2015 at The Bear, Hodnet

Present: Karen Calder, Christine Charlesworth, Mary Hardy, Derek Hodge, Zyg Nilski, Mandy Pilling, Christine Poole

Report from CC

Young People are Welcome sheet distributed. The contents of this had featured in staff lunchtime discussions, including reception staff.

Confidentiality Policy had also been updated.

Time to Talk: posters handed out, a series of meetings run by Shropshire Mind to help young people handle stresses.

Community Care Co-ordinator: funding had recently been agreed for 7 hrs/wk for foreseeable future, to be worked in 2 sessions. So HMC could now look to appoint someone. There was a potential candidate locally with previous CCC experience, but nothing definite yet. Their caseload would come from GP or multi-disciplinary meeting referrals.

Compassionate Communities (Co-Co): a community-led scheme developed by Severn Hospice to combat loneliness and isolation. S. Hospice to provide training and support for volunteers, and should be able to advise on issues such as vetting/minimising risk to both parties.

Action: we set up a meeting in the new year at the Lyon Hall, inviting Paul Cronin to promote the Co-Co scheme.

Who to invite: members of Hodnet Parish Council, our PPG, reps from adjacent parishes (Stoke on Tern, Ellerdine, Cheswardine, Childs Ercall, Weston, Bolas, Stanton), members of adjacent PPG's. What could volunteers do? a prescription delivery service maybe?

**CC** to source Paul Cronin's email address for DH

**DH** to add this item to the next Parish Council agenda.

**DH** to write brief info item for village website, attempt to recruit volunteers for CoCo and new members for PPG (especially a young person)

**KC** to source more info about a well-established Co-Co group at Highley.

CQC report: majority of issues raised had been attended to very quickly.

Emergency Medical Info: cannisters now available, info displayed. Doctors/nurses also to promote uptake of these to anyone they consider suitable.

**CC** to arrange for an actual cannister to be displayed behind reception window.

Improved communication between PPG and surgery staff

**DH** to speak to Dr. Raichura about doctors' attendance at PPG

Update on relevant results from Parish Plan Survey (DH)

Out of 120 survey respondents, 108 rated HMC as high priority/important.

90 of the respondents used this practice; 17 registered elsewhere.

Specific views: 69 expressed themselves content with the service.

Additional comments: later hours (3); evening surgery (1); no half day (1); weekend surgery (1); waiting times too long (1), presumably at walk-in.

Query about obtaining blood test results through Patient Access website: CC/CP had discussed this with the doctors. Answer: no because could cause anxiety/misapprehension. No values or possible explanation could be published, just the doctor's comment. Better for patients to be told in person.

### Participation

**All:** make suggestions re new PPG members, a young person, a Hodnet resident or a carer.  
PPG info poster had been reworked by CC and copies had been sent to the nursing homes.

**CC** to update file, send it to **ZN** to print off 6 coloured copies for display at reception etc.

### Awareness

MP felt more still needed to be done on this front.

Suggestions of how awareness could be raised:

- include a short item in church newsletter, area/PC news bulletins
- add a small flyer to prescription bags (but need to avoid repetition)
- add an outgoing message on the Patient Access website
- produce a small poster for display in local shops, PO, Ad Astra etc.
- make use of something like Shropshire Patient Group leaflet (sample circulated)

**CC** to investigate PA website re outgoing messages

**CC** to find email address of Shropshire Patient Group

**DH** to write text for publication

Next meeting: **DH** to circulate dates in the new year, prior to the Co-Co promotion meeting.