

## Rolle Patient Participation Group

Wednesday 22<sup>nd</sup> March 2017

### Minutes

1. Present: George Alexander, Christine Stredwick, Gerald Smith, Mike Val Davies, Bob Bryant, Marianne Ridgewell, Prue Mitchell, Ann Membery, Linda Kay, Debbie Baker (Minutes)
2. Apologies: Wendy Malone, Kay Foster, Audrey Godfrey
3. Introduction New Members – the group discussed ways to encourage new members – PM suggested publicising group at the educational meeting in a couple of weeks, if you want to make a difference or have your say etc.....
4. Educational Evening: Thursday 6<sup>th</sup> April at Glenorchy Hall 7pm – talk to be given by Jackie Stephenson – Stroke! And Stroke Prevention – posters done at end of meeting to be distributed as per agreed locations...
5. Bob would like GPs opinion at running a mindfulness and meditation programme at the surgery – LK will ask GPs at next partnership meeting.. **ACTION LK**
6. Mike wanted to raise the issue of how can we make our GPs lives easier encourage patients to “choose wisely”, and should PPG be trying helping to signpost /navigate in the right direction as they may not always need a GP appointment. Educating patients to make best use of the GP time.
7. Dr Prue Mitchell asked if the meetings would be continuing on Wednesdays at 2pm and if Debbie could make sure Prue’s clinic has meeting added on. **ACTION DB**
8. Bob asked if everyone happy for him to continue as Chairman – YES
9. Gerry suggested stand down in entrance to practice wearing t-shirts with joining leaflets and asking patients what they would like to happen at surgery.
10. Ann asked if a few smaller size t-shirts could be ordered
11. Marianne asked if a future educational talk could be on skin/dermatology and Gerry said that his GP Dr Willcock may be prepared to do a talk. Please could LK ask Dr Willcock if he might consider this. **ACTION LK**
12. Ann shared info from WEB meeting she has recently attended – she said Budleigh Hub now has a 3 year lease from Westbank – the Hub will incorporate some NHS and some private enterprise. Some rooms will be rented out. Also that 16 beds in Exmouth Hospital will stay. Manager of the Budleigh Hub is Rob who will need support... there will be adverts for people to run café etc.
13. Ann would like Age Concern to do a talk about the practicalities of what needs to be done and how to go about it when you become elderly, if you need to go into a care home and how to manage after a loved one passes away.
14. Ann gave treasures report - £48.70 raised from books £10 Wendy has got from befriending – Balance £2151.87Cr. Ann said the hire of the hall has gone up...she will find out details. Pat

has requested more books that appeal to women. PPG has agreed £200 for ear syringing equipment.

15. Linda Kay updated PPG that she has applied for and been successful in obtaining funding to provide disabled access for Treetops Surgery with an electronic door. Funding group for practices for IT has obtained funding for practices to standardise care templates from Ardens...this means GP will be filling in referral templates that will prompt them to get all relevant information for that particular referral. Also GP forward view funding is on receptionist training – care navigation – enabling receptionists to do online training and role play to enable them to be confident to ask the right questions to patients in able to direct the patient to the right place not necessarily just a GP appointment but groups or self-referral to appropriate organisations. It is all designed to up skill the staff.
16. Linda advised that it was 3 years since the practice had reviewed private price list for non NHS work ie To Whom It May Concern letters of private medical reports. The prices will be going up and payment maybe requested up front.
17. Linda was grateful to the PPG for offering to fund new ear irrigation machine unfortunately there is some delay in obtaining one at present.
18. Linda advised that Nurse Eve had done training now for prescribed walking.
19. Any other Business – Ann mentioned Age Concern Talk. Mike Sign Post patients. Marianne advised that Veteran Affairs Group has closed down and also that St Johns Court Campaign Group felt that St Johns Court was being run down
20. Date of next meeting: Wednesday 19<sup>th</sup> April 2pm