

**Queenhill Medical Practice**

**Patient Participation Group**

**Minutes of the Meeting held on Tuesday, 30 October 2018**

***Present***:

Janet Jalfon (Chair), Barbara Courtenay, Sandra Ellis, Barbara Fox, Richard Jones, Lynne Poole (Practice Manager), Malcolm Saunders, Ernest Sweeney. Janey Williams and Jennine Bailey (Social Prescribing Co-ordinators) attended as guests.

***Apologies for Absence:***

Brian Barnes, Vic Draper, Janet Fowlds, Surendra Patel

The Meeting opened with an announcement that Claire Turner had taken up a post at CUH and would no longer be attending PPG Meetings or providing administrative support to QMP PPG.

Lynne P will be acting as the only link between QMP and its PPG. After some discussion with Lynne P, Barbara C (QMP PPG Secretary) has agreed that, for the time being, she will increase her commitment to PPG business while continuing to liaise with the Practice Manager.

***Minutes of the last Meeting:***

Minutes of the last meeting had been circulated and there were no matters arising.

***Treasurer:***

As the recently appointed Treasurer, Malcolm S received all documentation relating to QMP PPG’s Bank Account.

***DNAs (July 2018 – September 2018 inclusive):***

Lynne P reported on the number of missed appointments as follows:

|  |  |
| --- | --- |
| With: GP | 186 |
| Nurse | 74 |
| Healthcare Assistant | 71 |
| **Total** | **331** |

These figures are very similar to those recorded for the previous three months. Lynne P gave a reminder that every missed appointment costs the NHS £136.

*‘flu Clinic, 6 October 2018.*

Lynne P thanked PPG Members for their assistance during the clinic session which ran very smoothly. More than 430 Patients were vaccinated and QMP is continuing to offer appointments for ‘flu vaccination.

Lynne P explained changes that were introduced, this year, to the vaccination programme. Patients aged 2 – 18 years receive a nasal spray, those over 18 years of age receive an inoculation. However, the vaccine for 18 – 64 year olds is different than that given to those over 65 years. ‘flu vaccine is manufactured using eggs therefore anyone suffering from an egg allergy is given vaccine produced by a different process.

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Pneumococcal and shingles vaccinations were not included in the schedule at the Saturday morning clinic. Lynne P explained that, due to the one minute appointment schedule that operated throughout this clinic, there was no extra time available to safely administer these live vaccines. Therefore, these two vaccinations are administered to Patients at the time of attendance during normal surgery hours.

PPG Members collected e-mail addresses from Patients for addition to the QMP PPG’s Circulation List. They also took the opportunity to promote *GP online* services by handing out information about this, and other services, to Patients. Some individuals, who had booked an appointment online, arrived believing that they would have a consultation with a GP. Unfortunately, this was not possible and they had to be turned away. It seems that a technical fault in the system allowed Patients to book appointments when the surgery was closed for GP consultation though open for ‘flu vaccination.

*Health Talks.*

Social Prescribing. Janey Williams(Social Prescribing Co-ordinator) and Jennine Bailey (Team Leader / Social Prescribing Co-ordinator) described the Croydon Social Prescribing Programme and the aims of the Team as follows …………….

The Croydon Social Prescribing programme is built on three basic principles **engagement, opportunities and support,** finding the best ways of **engaging** with the patients and the wider Croydon community, developing an array of local based **opportunities** provento assist in their health self-management and **supporting** them through the transition of long term behavioral change. These can be direct referrals to the Programme from GP’s or self-referrals from any organization or individual.

**The Programme has been established to:**

* Look at long-term behavioural change of patients;
* Change patient dependency on clinical interventions;
* Help capacity build local providers and local community hubs including churches, community organisations and centres;
* Increase traffic flow of the community to these community hubs via GP practices;
* Develop patient self-referral to more community activities;
* Connect GP / health practitioners with local community hubs;
* Improve the patient experience at practices and increase learning around Shared Decision Making;
* Develop more holistic community interventions;
* Ensure a multi-agency / multi-disciplinary approach working to build on and co-ordinate the range of work already developed in the borough;
* Develop local community hubs which are ‘led by the community / for the community / owned by the community’. They become one-stop shops for community development.

**Each hub and the overall programme looks to offer some of the following:**

* Health interventions both clinical and non–clinical;
* Healthy lifestyle and fitness classes;
* Practical programmes, gardening, sewing, art, bingo and classes;
* Education and vocational training;
* Mentoring;
* Financial and debt advice;
* Exercise and health management;
* Refreshments through tea or coffee clubs.

The Croydon Social Prescribing Team is around to help support and coordinate opportunities.

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Discussions followed which led to the conclusion that QMP and its PPG would work with the Social Prescribing Team towards:

1. Holding more Health Talks, especially with focus on education especially in terms of prevention of certain health conditions eg some types of diabetes.
2. Tackling the issue of isolation, especially for the elderly.
3. QMP PPG and the Social Prescribing Team would support each other by promoting activities to include lawful use of IPLATO and colour copying.
4. It was agreed that a community event would be an effective way to start the process in terms of identifying Patient need and that something could be planned for the New Year. Selsdon Centre for the Retired was identified as a potential hub.

“It’s good to talk.” At the invitation of QMP PPG, on 11 October, two visiting therapists led discussions about Croydon Talking Therapies - the free and confidential service that is available to adults who are registered with a GP in Croydon. It was a stimulating discussion and those who attended found the session informative and the therapists responded to all of the questions asked. Leaflets are available at the surgery for anyone wanting more information about Croydon Talking Therapies.

Prostate cancer. Croydon PPG Network scheduled a Talk on this subject for 1 November 2018. QMP PPG circulated and displayed details for the benefit of QMP’s Patients.

Diabetes. QMP PPG has been offered the opportunity to host a discussion in conjunction with Diabetes UK (Croydon Branch). As this links closely with Social Prescribing, it was agreed to follow this through early in the New Year.

Lynne P reported that some diabetic Patients have an established relationship with Bromley Healthcare. Also, QMP has one GP and one Nurse who, have received specialist training and, are qualified to initiate and alter insulin dosage as required.

*Health Screening.*

Lynne P reported that QMP audits the take up by its Patients of NHS Health Screening, especially those for bowel, cervical and prostate cancers. This is an ongoing process which is in addition to the monitoring by GPs of symptoms presented by Patients.

***A.O.B:***

It was decided that the Group’s next Meeting would take the form of its AGM followed by discussion of the Group’s objectives.

*N.A.P.P. eBulletins:*

Some articles from the most recent e-bulletins relate to the following issues:

* Continuity of care
* Integrated Care Provider Contracts
* Importance of Patient Participation in Primary Health Care
* November 12 – 18 is Self Care Week. Links to Factsheets on a wide range of conditions including description of symptoms, help and advice.

To access the bulletins, go to [www.napp.org](http://www.napp.org).uk > resources > eBulletins > links for additional information.

**Date of next Meeting: Tuesday, 22 January 2019 at 6.30pm**

**part of which will be QMP PPG’s Annual General Meeting**

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