

Patient Participation Group (PPG)

Wednesday 13th November 2019 at Thornhills Medical Practice

Meeting Minutes

Attendees

PPG:

Norman Booth, Susan Booth, Ann Brine, Ted Dain, John Field, Carol Hartland, Christine Lee, Felicity Packard, Jill True, Jane Weekes, Trevor Weekes, Rosemary Whitehead

Practice:

Claire Cochrane-Dyett (CCD) – GP Partner (Management Lead), Clinical Director Malling Primary Care Network (PCN)

Julie Gorner - Practice Manager (from item 3),

Pamela Lake - Assistant Manager,

Emma Singh, Patient Services Supervisor

Apologies:

PPG - Susan Byrne, Cheryl Clennett, Iris Davis, Mark Francis, Marilyn Grantham, Amanda Henry, Barbara Monger, David Nunn, Jo-Linda Putman, Gwen Thomas

Guests:

Sam Hook, Ruth Box - Social Prescribers

Denise Duff, Morgan Achard - Health Social Care Co-Ordinators

1. Welcome

The meeting was opened with a warm welcome to everyone and our new members were introduced to the group.

2. Social Prescribing & Health and Social Care

SH, RB and DD explained their roles at the surgery and in the community.

Social prescribers:

Currently there are 5 Social Prescribers in West Kent. Social Prescribers assist patients outside of their medication regimes to look at lifestyle and social interaction to improve health. Link Workers offer telephone and face to face consultations in the surgery, and they can visit clients at their home.

The social prescribing team have a wealth of local knowledge and are keen to become involved wherever possible, working closely with the PPG to offer further services to our patients and expand on their work here. Various community groups and schemes were discussed including digital hubs to assist those that require help with technology that is essential to their wellbeing and care. There has been recent success with community open days at other local surgeries to increase the awareness of local community services and to provide an information platform about chronic diseases and healthy living. It was agreed to discuss this further with the support of SH and RB.

The role of the social prescriber and more information regarding social prescribing can be found at: <https://www.involvekent.org.uk/connect-well-west-kent>

Health and Social Care Co-ordinators can assist patients with:

- Equipment for mobility
- Help managing benefits
- Support to remain independent
- Set up care packages
- Carers who need more support
- Help getting back into work
- Access to clubs and supports the community for people with dementia or support to remain in their own home

Health and Social Care Co-ordinators work closely with other local professionals and attend bi-weekly Multi-disciplinary Team (MDT) meetings. At these meetings complex care patients are discussed and the professionals agree an appropriate care plan.

3. **PPG Development**

The meeting discussed that the PPG could become both become more involved with practice development but also link to the groups in the PCN. The members present agreed to share their contact details with PPG member Cheryl Clennett (CC) who has agreed look at ways to increase their membership and broaden the scope of the PPG to work with the surgery.

CC met with CCD after the previous meeting on the 23rd July 2019 and she has some suggestions to share with the group regarding:

- Expanding the membership using various local mediums such as parish newsletters, social media and local community groups.
- Promoting and facilitating health initiatives
- Attending Primary Care Network (PCN) and regional meetings
- Regular newsletter to patient population
- Connecting with other local PPG's in the PCN area to share ideas and collaborate.

During the meeting it was agreed that the group would explore the possibly of an open day at the surgery supported by the Social Prescribing teams. It was also agreed that contacting and meeting with other local PPG's would be of interest.

4. **AOB**

GP Home Visits

There have been recent articles in the newspapers that GP's are about to 'Axe Home Visits' Firm assurances were given to the meeting that this is not the case. Home visits are still applicable to all patients that are completely housebound through illness or disability to attend the surgery for an appointment. Each request is triaged on the day of request and a clinician will visit where appropriate.

Meeting Format

It was agreed that the less formal meeting format today was enjoyable, more informative and interactive. Where possible this will be continued.

The meeting closed at 5.30pm

