

Marazion Surgery

Minutes of the Marazion Surgery Patient Participation Group Meeting on Wednesday 1st October 2014, at 6.15pm

Present:

Mrs Juliette Benstead
Dr Neil Walden
Mr Barry Webb

Apologies:

Mrs Jackie Brown
Mr Brian Baker
Miss Kate Baldwin
Mrs Mary Baldwin
Mrs Jackie Brown
Mrs Janet Bullock
Mrs Gill Clephane
Mrs Serena Collins
Ms Samantha Cox
Mrs Margaret East
Mrs Sandra Easterbrook
Mrs Trudy Jones
Mr Leslie Lipert
Mrs Ann Miller
Mr Michael Miller
Mrs Pauline Needham
Mrs Mary Page
Mr Michael Page
Mrs Fran Phillips
Ms Jane Richards
Mr Colin Treleven
Mr Michael Tremberth
Ms Aileen Wheeler

Due to poor attendance of the meeting a quorum of five was not achieved. However as a speaker had been arranged and was present it was agreed to proceed with the meeting and to circulate the Minutes to the PPG as usual. This was the first time that this had happened since the PPG started some years ago.

1. Minutes of Previous Meeting:

The Minutes of the previous meeting were agreed to be a true record.

2. Matters Arising:

Due to the small number of attendees the Minutes of the previous meeting were not reviewed.

3. Speaker – Rebecca Kevern from Age UK:

A new scheme called 'Penwith Pioneer' or 'Living Well' was in place in Penwith. This was based on a pilot in the Newquay area. Volunteer organisations integrated with health and social care, shared information and worked closely with each other with a view to improving the lives of people with long term health conditions. Age UK would visit these people and have what they termed 'a guided conversation' about goals that could be achieved to improve their lives. Examples included taking the dog for a walk on the beach, to go shopping or visit hairdressers. In the pilot in Newquay demonstrated an improvement in people's wellbeing and reduced hospital admissions. Because those involved in providing the service were often volunteers, people appreciated their help and this led to a good dynamic.

The Penwith scheme had started in February. Although there was an expected number of people who could be referred in, it was not all about targets and a high quality service was being offered. Bureaucracy was trying to be kept to a minimum to aid communication between the different groups involved. The idea was to set up links to volunteer and charity organisations and resources to encourage people to re-engage with their community, so that they were not so dependent upon health professionals. Age UK would be there to support and co-ordinate the process.

There were a huge number of organisations that were involved in this project and anyone who wished to contribute could be put in touch with them. For examples of groups please see the attached list entitled 'Penwith People – The Community Web'. In addition local schools often had links with their local community, local shops in Goldsithney, Crowlas and St Erth provided the rural medications service from the surgery and were often a network for the elderly. One of the main issues that was difficult to resolve was transport. TAPS were often used but felt to be expensive; they were trying to look into volunteer mini-buses. Examples of the kind of work they were undertaking was outlined and the benefits to the people involved explained.

The project was immensely valuable as NW commented that the doctors often saw patients who were lonely and who had not left their house or had contact with people for a long time. The phrase 'recharge their batteries' was made and this was felt quite an apt description of the impact of the scheme. There were elements of self-help and often those who had benefited from the scheme became helpers for others.

NW commented that another role that may link into and support this work was a new service offered by Practices in Cornwall, having someone who could coordinate care for patients from within the Practice. This role was still under discussion and had not yet been fully developed.

Ms Kevern was thanked for attending, and an apology for the poor attendance was made. She was happy to attend future meetings and would be notified when meetings were due to be held.

4. Friends & Family Test:

The survey which had been undertaken annually for the last few years was being replaced by what was called the Friends & Family Test. This was being done nationally by every Practice.

First question: The first question was the same for every Practice nationally and had been set by NHS England: 'How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?'

Second question: The second question was being set by the individual Practices. For Marazion Surgery the second question was proposed to be: 'Please consider why you have chosen this answer. Please write on the reverse of this card your reasons for recommending or not recommending our Practice.' It was agreed that this free text question would allow patients to write their own comment and that this would be a useful tool to review feedback of patients.

The blue card would be available for any patient who had contact with the surgery to complete and put in an anonymous post box. This slip could be filled in at any time, but patients who were frequent attenders would not be expected to complete one every time. The information would be gathered at the Practice and discussed by the Partners; it could also be brought to future PPG Meetings. It was due to start on 1st December 2014 and would continue long-term.

A copy of the survey card (front and back) is attached.

5. Patient Participation Group Development Project:

When PPG's started there was no framework to refer to and thus many groups lacked direction and focus. NHS England had therefore commissioned the Patients Association to look at this. As part of the project they were holding three workshops to which patients, PPG members, Practice Managers and GPs were invited.

Information on the workshops was circulated by Email previously. Mrs Benstead, Mrs Brown and Mr Webb will be attending on Friday 10th October at Marazion Community Centre 1300-1630hrs. Anyone else who wished to attend would be welcome and should contact JCB.

6. Purpose of PPG and Agenda of Next Meeting:

It was felt that the purpose of the group needed to be refreshed (noting that attendance at the workshop would also help to refocus the group) and thus the terms of reference were referred to (extract below and full copy on Practice website).

Purpose of the Group:

- The purpose of the Group is to give a voice to patients of Marazion Surgery and to promote co-operation between the Practice and patients to the mutual benefit of both.
- The Group will enable, where appropriate, patients to influence local health care services.

Objectives of the Group:

- Provide feedback on patients' needs, concerns and interests, and assist in the assessment of community medical needs
- Review patient feedback annually as part of a Practice-led local patient survey
- Contribute to Practice decision-making and act as a forum for consultation on service development and provision
- Represent patients at the Practice in seeking to influence local provision of health and social care.
- Support the Practice in its dealings with other bodies.

It was proposed to focus the Agenda of the next meeting around the day to day organisation of the Practice and the services that were offered. A short presentation on some of the background information would be prepared as a starting point. However PPG members were to be encouraged to ask questions, on behalf of everyone registered at the Practice, so that a full explanation can be provided and everyone should Email JCB with topics for discussion.

How to share information about the Practice with the local population was discussed. The Minutes of these meetings were already on the surgery noticeboard and on the surgery website. The presentation being shown on the electronic noticeboard in the waiting room would be brought to the next meeting, so that the PPG could comment on its usefulness. This could be added to or amended to make it more patient-friendly.

7. Any Other Business:

There were no issues regarding the Practice or the wider area that anyone wished to raise.

8. Date of Next Meeting:

The next meeting will be held in January with the Agenda as outlined in item six above. Please forward topics for inclusion to JCB.

Please can everyone Email JCB with their availability in January, a date that most people can make will then be selected.

Marazion Surgery Friends & Family Test

We would like you to think about your recent experiences of our service and answer the questions below:

How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment? Please circle one of the answers alongside

Extremely Likely
Likely
Neither Likely nor Unlikely
Unlikely
Extremely Unlikely
Don't Know

Please consider WHY you have chosen this answer. Please write on the reverse of this card your reasons for recommending or not recommending our Practice.

Please put your completed response in the collection box in reception, or post it back to the surgery.

Thank you for taking the time to fill in this form.

With best wishes from Drs Walden, Sugrue, Killeen, Murphy, Robbins & Gambles on behalf of Marazion Surgery, Gwallon Lane, Marazion, TR17 0HW



Please write your answer here:

Thank you



Optional demographic questions:

Are you: MALE or FEMALE

Your age: 0-18 / 19-29 / 30-45 / 45-60 / 60-75 / 80+