

BODMIN ROAD HEALTH CENTRE PATIENT PARTICIPATION GROUP

Minutes of meeting 02/19 held on 26 March 2019

Present: Margaret Anderson (Chair), Mark Eaton (Secretary), Patricia Davies, Anthony Kent-Francis, Margaret Kent-Francis, Senani Marston, Jane Eaton, Elaine Wilkinson, Ann Mee, Pauline Smith,

Guest: Chandra Peters

Representing Bodmin Road Health Centre: Carole Lamb

1. Apologies for absence

Apologies for absence were received from Susan Walmsley, Samridhi Ayra, Marjorie Fleming and John Tate.

2. Welcome and introductions

The new Chair, Margaret Anderson (Mags) asked each member to briefly introduce themselves to the group.

3. Confidentiality agreement and meeting protocol

Mags reminded new members of the need to sign the confidentiality agreement.

Attention was also drawn to the importance of not airing personal views and prejudices in this forum which could be construed as offensive to any other member. This instruction related to opinions and the use of language. It was noted that any deviation would be robustly challenged.

4. Minutes of the meeting held on 13 November 2018

The minutes of the meeting held on 13 November 2018 were accepted as a correct record subject to the inclusion of Margaret Anderson as present, the correction of Senani's second name to Marston and the removal of the double negative in minute no.8.

5. Fund raising

The issue of fundraising was considered and how a successful campaign could help the surgery obtain equipment for the benefit of patients, such as an automatic blood pressure monitor.

The favoured method of fundraising was a raffle, possibly including a food hamper and donations from local businesses and patients. It was suggested that tickets might be sold within the confines of the surgery by volunteers from the PPG.

It was appreciated that there were a number of stages that needed to be satisfied and completed before the raffle could be commenced. These included gaining approval from the practice, setting up a banking facility and the drawing up of a rota for the selling of tickets. A Treasurer would be needed and volunteers for this rôle were invited. The legality of organising a raffle would also be investigated.

Action: Mags and Mark to discuss with Dr Simpson and the Education Group as soon as possible.

6. Proposed 2019 Survey

Following the meeting of the CQC inspector with representatives of the PPG a number of suggestions were put forward by the inspector.

The survey would be in addition to any survey conducted on an official basis by the practice and would hopefully 'tease' suggestions for improvement out of those completing it. This might run alongside a PPG suggestion box placed in the surgery. The inspector also suggested that the PPG might then be able to produce a 'You asked – We did' form of poster for the surgery.

Action: Further consideration to be given to the survey at a future meeting together with the allocation of a responsible member.

7. South Manchester Care Navigator Service

Elaine introduced this item and gave a presentation as to how the service was operating within Wythenshawe Hospital. On this system Care Navigators act as a point of contact for Community and Hospital staff to improve communication and connection between health, social care and the voluntary sector.

Elaine pointed out the system was working very successfully in South Manchester and the PPG group considered that there might be the opportunity to introduce such a scheme within the practice, with the possibility of a member of the PPG taking the lead.

It is worth noting that this issue was discussed with the CQC inspector who was of the opinion that Care Navigators were a very valuable addition to the practice.

The Chair thanked Elaine for her presentation and it was agreed to consider this matter further at a special meeting to be convened before the next business meeting.

Action: A special meeting to consider Care Navigation to be arranged ahead of the next business meeting.

8. Contact the Elderly

Carole reported that she had made several attempts to contact Hannah John at the charity without success.

The matter was considered by the PPG who felt that it might be possible to take on board the development of the project without the support of the charity. One possible way forward, which received strong support was to combine the 'tea' groups with the 'après' walk gathering at Manor Court on Friday mornings. This would enable participants to join an already existing social gathering, without the obligation to join the walk.

The PPG agreed, in principle, that this was a positive way forward.

Action: Consider further the implementation of the scheme with a view to bringing forward as soon as possible.

9. Walking for Health

The two 'surgery-based' walking schemes were discussed. It was reported that 25+ walkers regularly attended the Woodheys (Pinky) Park walk and that numbers of walkers were growing on the Manor Court walk, the majority being patients from Bodmin Road. The success and enjoyment of the 'Manor Court' walkers Sunday lunch at Fiona Gardens was highlighted. The Chair and the members of the PPG thanked Pauline for organising the event. Pauline also mentioned that she had ideas for a walkers' afternoon tea in the pipeline.

The Chair reported that she had sent a thank you card to Liz for her presentation at the last business meeting.

10.Updating the website

It was noted that the surgery website required a major update. Mark reported that CB had informed that he had this task in hand and that the PPG would have limited access to the website to enable rapid updating with regard to minutes and other matters relevant to the PPG.

Action: Carole to discuss with CB and to keep the PPG informed of developments.

11. Proposed PPG/Health Centre Newsletter

The matter of the surgery newsletter was discussed by members. It was agreed that the surgery should produce this but give over a section for the inclusion of PPG issues and updates in which we would place items.

The PPG alone could not produce the newsletter, the impetus had to come from the surgery. It was noted that a newsletter had not been produced since 2016. Any future development should be available in hard copy in addition to being posted on the surgery website.

Action: Carole and CB to progress.

12. Community issues

The Chair reported that she would be attending a meeting in Ashton Village of residents who hoped to develop community-based initiatives. It was suggested that there could be opportunities for the PPG and surgery to provide an input at some stage.

It was noted that a dementia awareness session was to be hosted at The Plough on 23 April.

Action: Chair to report back on these matters to next business meeting as appropriate.

13. Date of next meeting

In view of the commitments of some members of the PPG, the date of the next business meeting has been moved to Tuesday 9 July 2019.

There is however, expected to be at least one special meeting before this date. Members will be notified in good time in advance of the date.

The meeting closed at 1930.

