**Strettondale Patient Participation Group - Draft minutes Meeting 64**

**10.00-12.00 Wed 3rd Oct 2018; Ley Gardens, Church Stretton**

*Present: Hilary Clayton-Smith, Anne Gee, Sue Marsh, Chris Naylor (minutes), Sue Pinsent, Bill Ross (chair). Apologies: Gloria Carter, Pat Gibson, Sue Hockaday.*

Before the meeting Bill expressed thanks to Sue Hockaday for her significant contribution to the SPPG and her kind offer to help with research support where useful.

***1. Minutes and Matters Arising.***

SPPG Secretary role

Bill outlined allocation of tasks as discussed on email:

* Chris to do minutes and agendas (for 2-3 meetings to start)
* Gloria and/or Sue P (tbcf) to do room bookings/arrangements etc
* Anne to lead on speakers/visitors and Mayfair
* Bill to send thank-yous when appropriate
* Hilary to lead on publicity, articles, documents.

Follow-up with Cllr Lee Chapman

Bill reported that it still hadn’t been possible to get Lee to an SPPG event, or to get response to questions sent through previously.

It was agreed that Bill, Chris, Hilary, Sue P (tbcf) would try to attend the upcoming Health and Wellbeing Board meeting (930am 1.11.18) at Shire Hall. Bill to circulate details and suggest question/s to submit in advance. Hilary asked if agenda available yet **(Bill)**

Social Prescribing - comments/actions

Chris queried whether there was clarification about the poss Mayfair post, building on the Oswestry/Qube pilot. Sue M to check **(Sue M)**

Church Stretton School

Bill was in contact and awaiting update from school re recentdiscussions with Student Council there **(Bill)**

***2. MP Update***

Sue M updated committee on:

recent training on a more ‘active signposting’ role for reception staff;

new ‘extended access’ arrangements so the MP could book patients into ‘out of hours’ appointments at other surgeries (eg Ludlow, Clun, Bishops Castle, etc);

bid going into the CCG for funding for an extra consultation room at the Medical Practice (the SPPG expressed their strong support for this and offered to write a letter in support should the bid progress);

IT system developments including software update to the new online ‘Patient Access’ system – which had now been resolved – and allocation of dedicated staff time to the ‘Docman’ package, ensuring incoming correspondence is promptly added to patient files;

Flu vaccination day very popular, committee praised efficient admin by MP team.

The committee also discussed:

NHS Health Checks – Sue P had been contacted by a local resident in receipt of private health check marketing, and Bill had therefore requested an update. Sue M outlined who was eligible, primarily 40-74 year olds not already known to have pre-existing conditions, who could have a check every 5 years (over 75s were eligible for an ‘elderly health assessment’ on request). The MP mailed out to relevant patients periodically, take-up was low but anyway MP capacity was currently limited due to premises/equipment constraints. Committee expressed interest in being kept aware of progress and contributing to take-up if possible, as/when the capacity situation improves; and agreed that the resident should be thanked for bringing this to the SPPG’s attention **(Sue P).**

Brexit and prescriptions – Anne asked if there was any guidance on this, and Sue M said she felt there were unlikely to be real shortage issues, as alternative medications are available by using different brands or strengths to maintain the same level of pharmaceutical care. Anne suggested she could raise at the Open Eve **(Anne).**

Referral process – Hilary asked how the MP handled referrals on, and what patients awaiting referral confirmation might do. Sue M explained the ‘RAS’ system which allowed administration staff to track progress on all referrals made via the NHS.  The MP aimed to process any of its own referral requests within 3 days, or within 1 day if a cancer diagnosis is suspected.  Patients can ask the MP secretaries to check progress on their referral via the online RAS system.

Formal complaints – prompted by a recent radio programme, Bill queried how the MP handled any complaints and possible impact on doctors; Sue M updated on current system where the practice management team takes the lead through to resolution of the complaint.

***3.Open Evening.***

Agenda update and finalisation

* Bill to start the meeting and mention:
  + all support groups
  + interest in requests for future SPPG topics/activities
  + envelopes with reply slips on chairs for email addresses/mobile phone numbers (if applicable!)
  + intros to Digby, Meredith and Nicola McPherson
* Presentation by Digby followed by Q&A
* Meredith update on Shropshire Care Closer to Home
* Mayfair and H&WB centre update (Pharmacy colleagues may also be able to take questions)
* SPPG AGM
* Sue M to thank SPPG
* Bill to thank all and close meeting

Practical arrangements in advance/on the evening

* Bill to do rough layout plan (theatre style plus side tables), Sue P to liaise with SHI re seating, tables, microphones **(Bill/Sue P)**
* Sue M to liaise with Digby re slides, and get to Bill who would organise projection on the day **(Sue M/Bill)**
* 8 support groups were attending, to be there to set up from 615. Bill to confirm with Shropshire Mind **(Bill)**
* Committee to attend from 545pm if possible (Sue P not able to join at start) **(All)**
* Sue M/Anne to liaise re envelopes/slips for email addresses/phone numbers **(Sue M/Anne)**

Minuting/write-up

Chris to produce a c. 1 page summary; Hilary suggested this include questions from audience where relevant **(Chris)**

Marketing

Anne, Sue P and Chris had helped distribute posters and flyers. Bill had secured mention in Eileen’s local e-newsletter, and emailed WI branches. Hilary suggested the Civic Society newsletter, and would check if still possible for this year **(Hilary)**

Thank-yous to speakers/guests

Bill would thank on night (see above) **(Bill)**

Other points

Bill at appropriate point to invite comments/requests from audience for future SPPG topics, eg to be submitted on MP comments forms (see above). Bill will also invite more people to join the committee. **(Bill)**

***4. Future speakers***

It was hoped Meredith would attend the 6.11 meet and update on Shropshire Care Closer to Home. Anne offered to contact Mayfair for an update at the 5.12 meet eg around Social Prescribing developments **(Anne)**

***5. Any other business***

It was agreed to express the SPPG’s thanks to the resident raising the issue of health checks (see above).

***6. Dates of next meetings***

10-12pm 6.11 Ley Gardens

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