

Strettondale Patient Participation Group

43rd committee meeting

9.45-11.45 Wednesday 23 March 2016, Mayfair

Present: Richard Chanter, Anne Gee, Pat Gibson, Sue Hockaday, Catherine Macartney, Sue Marsh, Lilian Morris, Sue Pinsent, Bill Ross.

1. BR reported with regret that Kate Mayes has resigned due to work pressures.
2. AG reported a potential committee member has made contact via the comments box and will be invited to the next meeting. **(Action AG)**
3. The Facebook page set up by Doctor Riera has been popular and useful, for instance in advertising how to identify chicken pox. The Beeches Medical Practice will be contacted in response to their request to hear from Practices where Facebook is in use. **(Action BR)**
4. The constitution states that an open evening is held annually. Early October was proposed, to include the **AGM (Action SH- BOOKED for Tuesday 4 October 2016, SHI)**
5. The open evening agenda will include information about Facebook and the new standing desks in the consulting rooms for Dr Bennett and Dr Chamberlain, currently in use for the doctors' admin purposes, but to be trialled at a later date with patients. Nicola Mc Pherson will be invited to report on the Health and Well Being Centre, expected building completion July 2016 with introductory tours in September. **(Action BR)**
6. BR reported on correspondence with Peter Latchford concerning a speaker for a committee meeting **(Action BR, SH- BOOKED for Julia Clarke, Corporate Management Director for the hospital trust to attend 10am Wednesday 27 July, Ley Gardens)**
7. AG reported that Jan from Rowlands Pharmacy has offered to brief the committee on proposals for community pharmacies. **(Action AG- June meeting tbc?)**
8. SM reported that following the concerns raised by LM about the safety of chairs in reception, the League of Friends is to be asked to purchase new ones. **(Action SM)**
9. SM, BR and RC reported on the Change in General Practice review which the Practice and SPPG members had found very interesting and useful. An action plan will be produced by the review team and fed back to the MP and SPPG, possibly in May.
10. RC agreed to look into the possibility of liaison with other PPGs on common interests and to update the committee at the next meeting. **(Action RC)**
11. The committee welcomed Heather Ireland, Manager of Shropshire Mind, who spoke about the organisation's work to support people with mental health issues. She described the support available, mainly from volunteers, and discussed the rise in clients accessing the drop-in centre. The increase in numbers is due to greater public awareness of mental health issues, the closure of the local Shelter and learning disability day centres, and the decrease in central and local funding for associated services. Mind is a charity reliant on grants and donations.

The CCG has agreed to make funds available to allow the centre to continue to operate 7 days a week. The centre offers people a chance to talk and to be signposted to appropriate support. It

does not offer therapeutic services or clinical interventions. Mind is involved as part of the discharge process from mental health units. The Redwood Centre has only 32 beds.

Currently, there is a waiting list of up to 12 months for patients referred by their GP to the NHS counselling service. Mind refers people to the Green Oak Foundation which has a 10 day waiting time. The fee of £20 can be waived in certain circumstances. Funding for the out of hours helpline which receives 300 calls a month is ending shortly. Heather is keen to research potential new groups who may benefit from support, such as mothers with post natal depression and agricultural workers. A new group has been set up for young people aged 14 to 21.

Heather distributed leaflets about Shropshire Mind and the new Mental Health Support Group about to open at Mayfair. Volunteers with Mind are offered induction training. There is a new course available at Shrewsbury College. Heather suggested that the SPPG could help by promoting awareness of Mind's services including the new Church Stretton group, and the requirement for volunteers who are needed for admin work and fund-raising as well as to listen and talk to people. She stressed that the organisation is "softer than the system", taking a person centred approach and avoiding invasive questions.

12. It was agreed that £10 expenses should be paid to Mind. **(Action SP)**
13. SM reported on the development of Patient Access. There are now three available registration levels: children under 12 have proxy access through their parents; 12 to 16 year olds can consent and manage their own registration to book appointments and order repeat prescriptions (under 16s have no access to test results); patients aged 16 and above have access to bookings, repeat prescriptions, test results and information about immunisations, allergies and medical conditions. The MP will advertise the system through the Focus and Facebook once the software has been updated. **(Action SM)**
14. The NHS chiropody service, based currently at Craven Arms, will be returning to the Health and Well Being Centre Church Stretton once the build is complete.
15. AG reported that a local charity has some money which it may be able to spend on blood pressure monitors. A patient had waited 8 weeks to borrow one of the 50 machines available at the Practice. SM was asked to investigate specifications and prices. It was suggested that there may be space in the new Health and Well-Being Centre for a weight and blood pressure machine. SM agreed to contact Nicola McPherson about this. **(Action SM, AG)**
16. The committee agreed with SP's suggestion that the savings account held at Barclays should be closed. **(Action SP)**
17. BR agreed to email a set of discussion points for the Future Plans item which had to be held over. **(Action BR)**
18. It was agreed that the May meeting (changed from 20 April) should be longer to accommodate discussions about the brochure and the website. **(Action SH)**

Future meetings: Wednesday 11 May 2016 10.00-12.30: publicity (SPPG brochure and website); PPG liaison; ideas for the future. Wednesday 27 July 2016: speaker from SATH

