**Strettondale Patient Participation Group**

**Meeting 58, Wednesday 24 January 2018, 10-12, Ley Gardens**

Present: Gloria Carter, Hilary Claytonsmith, Anne Gee, Sue Hockaday, Sue Marsh, Sue Pinsent, Bill Ross

Apologies: Pat Gibson, Meredith Vivian

1. **Minutes and matters arising:**
2. The issue of the outdated website needs resolution. **(Action GC)**
3. There is a message on the plasma screen in reception asking patients to update their contact details, including email addresses.
4. Esther Bolton will be asked to add the current Focus update on SPPG matters to the SPPG Facebook page **(Action SP - done)**
5. It was agreed that an agenda item on publicising their work might be suggested for the next League of Friends committee meeting. **(Action AG)**
6. The committee welcomed HC’s suggestion of publicising photos of purchases made with LoF funds, eg the minor surgery lamp which has proved very useful. SM suggested setting up an email group for regular information exchange between LoF committee members.
7. The Town Council is hosting a public meeting about Healthy Living at the Silvester Horne on 13/02/18 at 7pm. Rod Thomson, Head of Public Health England for Shropshire, will make a presentation.
8. The MP contributes to the healthy living agenda through the normal course of its work, for instance through prescribing exercise sessions at the Leisure Centre, giving standard advice about the management of chronic diseases, offering advice at regular health checks and by advertising initiatives such as Help to Change, Help to Quit and Help to Slim.
9. More people are making use of the hand gel by the touch screen since two larger reminder signs were added.
10. The check-in touch screen and the push pad on the doors are cleaned twice daily. It was agreed that it would be useful to advertise that with a sign. **(Action SM)**
11. **Update from the Medical Practice**
12. The Shropshire Orthopaedic Outreach Service (SOOS) will be holding clinics at the Health and Wellbeing Centre every day from March 2018, sometimes two a day to include physiotherapy, podiatry, and orthotics. It is hoped that the treatment on offer will prevent surgical interventions. Patients, which may include some from other nearby practices, will need to be referred to the clinics by their GPs.
13. The Community Mental Health team is also proposing to put services into the H&WBC. No local counselling service is available at the moment.
14. SH asked about the District Nurse team as it seems to be stretched at the moment. Admin support has been withdrawn so highly qualified nurses are spending shifts answering the phone. HC offered to speak to Rod Thomson to ask for more nurses and the reinstatement of admin support. **(Action HC)**
15. Church Stretton Medical Practice has used the quadrivalent flu vaccine which offers protection against four strains of flu this year, rather than the cheaper trivalent option (three strain protection); however, all vaccines are only effective in 40%-60% of cases. The MP is ordering adjuvanted vaccine for 2018/19, which the Dept of Health recommends as being more effective in people aged 75 and over. Almost all staff at the MP have been vaccinated this year.
16. SM offered to draft a Do You Know piece for the Focus about the flu vaccines and SP offered to draft a piece for the noticeboard , both to be sent to SH. **(Action SM, SP, SH)**
17. **Comments**

In response to a comment received about a long wait for an ambulance for someone taken ill in the town, the committee thanked SM for her email which offered a reasoned view of the incident, pointing out that the MP is not an emergency service. The First Responder was not available on the day in question. As with problems in other service areas, cuts have affected the number of ambulances available. SM was further thanked for her thorough responses to all comments.

1. **Feedback from the Shropshire Patient Group meeting**
2. Lee Chapman, Portfolio Holder for Health and Adult Social Care for Shropshire Council, Co-chair of the Health and Wellbeing Board and a Church Stretton Town Councillor, had made a presentation at the SPG meeting attended by BR. BR had asked about specific actions that were being taken to improve services and now intends writing to the Chair of the SPG with a list of questions in an attempt to move on from consultation and discussion to actions intended to make a difference. The committee voiced frustration about the time and money so far spent on the Future Fit process. **(Action BR)**
3. There was an item on extended GP hours. Church Stretton MP is open from 8am to 6pm. When extended hours were available a few years ago and audited over a period of 6 months, the uptake of early and late appointments among the working age population was poor and the times available were not popular with people of retirement age who booked half the appointments.
4. Meredith Vivian, lay member of the CCG with a responsibility for patient and public involvement and a co-opted member of Strettondale PPG, had made a very interesting presentation. He views the SPPG as a committee with a positive outlook with capacity for constructive criticism, whereas other groups are more negatively inclined.
5. An SPG networking event is to be held at Shrewsbury Town Football Club on 1/03/18 at 5.30pm. Two representatives from each PPG are invited to attend.
6. HC and BR will attend the next SPG meeting. **(Action HC, BR)**
7. **Younger patients and school links**
   1. BR had emailed the ex-chair of governors and the business manager at Church Stretton School about encouraging young people’s involvement in their local health service. He was passed onto Alison Moore, pastoral manager, and will contact her again. **(Action BR)** The business manager had praised the MP for their response to school medical issues.
   2. Committee members reported on feedback to the questions circulated by BR: all five younger patients who had been approached had been very complimentary about the service offered by the MP, particularly for their children. Appointments are easily secured, doctors and nurses are supportive and reassuring. One person had commented on the receptionists, feeling that they are overworked and sometimes on the receiving end of unwarranted criticism. A summary of comments will be collated by SM to share with MP staff and the CQC. **(Action BR, SH, SM)** It was agreed that this had been a useful exercise worth repeating regularly.
8. **Guest speakers**
9. SM will contact the team leader for Mental Health provision who is new in post and keen to make contact with local groups. Staff from Mayfair will be invited to attend once a date has been set. (**Action SM, AG)**
10. Other suggestions included someone from the Midwifery service, one of the registrars from the MP, someone involved in the Clinical Training Foundation at the University Centre in Shrewsbury and (since the meeting) the manager at Ley Gardens to talk about the needs of residents. **(Action SM, AG, BR)**
11. **Meeting dates and times**

It was agreed that Wednesday mornings 10-12 at Ley Gardens had proved the most convenient slot for committee members. Times and venues can be varied as needs arise but the next two meetings were set for 7/03/18 and 2/05/18 at Ley Gardens**. (Action SH – both now confirmed)**

1. **AOB**
2. Committee members are invited to listen to the Dignity in Dying speaker at Mayfair on 12/02/18 at 2pm.
3. SP had brought a mailshot from the Outside Clinic which offers eye tests. Although its paperwork suggests it is affiliated to the NHS, it is an online private service similar to Pharmacy4U. SP offered to show the flyer to the local optician. **(Action SP)**

**Future meetings:** Wednesday 7/03/18 and Wednesday 2/05/18 at Ley Gardens, 10-12.