



HOPE FARM MEDICAL CENTRE

Hope Farm Road, Great Sutton, Ellesmere Port CH66 2WW  
Telephone: 0151-357 3777 Fax: 0151-357 1444

<b>Meeting:</b>	<b>Patient Participation Group Meeting</b>
<b>Date of Meeting:</b>	<b>Tuesday 11<sup>th</sup> July 2017</b>
<b>Delegates Present &amp; apologies:</b>	<p><b>Present:</b> Ken Salter (Chair), Marion Barnet, John Langan, Carol Williams, Hope Farm Medical Centre Representatives Tim Goldsbrough, Sam Connor and Bryn Valentine.</p> <p><b>Apologies:</b> Keith Anderton, Dr Kingston, Sue MacDonald</p>

<b>Agenda item number:</b>	<b>Notes:</b>	<b>Action required:</b>
1.	Present and apologies	
2.	<p>Minutes from the previous meeting. These were agreed to be a true representation of the meeting held on the 4<sup>th</sup> May.</p> <p>Actions from the previous meeting:</p> <p>a. <b>Feedback on the PPG section of the website:</b> it was felt that the website was a bit wordy and good do with some improvements to encourage other patients to get involved in the group. Tim to review for the next meeting.</p> <p>b. <b>Feedback on the PPG Jayex Screen:</b> Overall the screens on the TV screens in the waiting room were better than the website but it doesn't reflect what the group have accomplished i.e. diabetes evening event. Tim to review for the next meeting</p> <p> PPG Waiting Room TV Screen Slide.pdf</p> <p>c. <b>Repeat Prescribing project update from Adam El-Lamie West Cheshire CCG.</b> As at July 2017. This 1<sup>st</sup> April 2017 this financial year we have currently saved £273k from 13 weeks worth of data. This is compared to last financial year when the project started in November 2016 and ran until March 2017 a total saving of £296k was made. This is a great achievement for the first 14 weeks of the project. Patients have the power to help us (the CCG) with reducing waste in West Cheshire by checking their prescribing in the pharmacy when they collect their items. Once it leaves the front door of the pharmacy is can no longer be used.</p>	<p>Tim to review for the next meeting</p> <p>Tim to review for the next meeting</p>
3.	<b>Cheshire and Warrington carers Trust</b>	



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	<p>The carers trust gave an update of the services on offer to carers within West Cheshire.</p> <ol style="list-style-type: none"> <li>a. Signposting of carers to support services available to them</li> <li>b. They hold support groups for carers at Trinity Church in Ellesmere Port</li> <li>c. Carer lunch clubs are held each month</li> <li>d. The Carers Trust organise for Emergency Cards. These are a credit card sized card, plus key fob, that can be kept in their wallet. It includes an ID number, next person in command for the person they are caring for. This will ensure that the person they are caring for are looked after as they wish and for continuity. Otherwise in an emergency situation social services would need to be informed.</li> <li>e. Carers Break: carers can apply for up to £300 to use for a break from their caring role. This could include gym membership, coffee or meals out, sporting equipment etc. This is funded through the local authority. £300/year/carer and applications are reviewed by a panel.</li> <li>f. Rally Round System: this utilises your network of friends and family. More information can be found at <a href="http://www.rallyroundme.com">www.rallyroundme.com</a></li> <li>g. Carer Drop in Clinics are held across the region at GP practices</li> <li>h. Essentials Fund: this is a means tested fund available to carers for incidents such as their washing machine breaks down and needs repairing or replacing. This is an application by panel.</li> <li>i. Caring in confidence course: these are small informal groups to inform and help carers in their caring role. 4 mornings over 4 weeks and it gives them the opportunity to meet other carers.</li> </ol>	
<p>4.</p>	<p><b>Diabetic article from Keith Anderton</b></p> <p><b>Diabetes Awareness Evening, Monday 3rd April at Hope Farm Medical Centre</b></p> <p>On Monday 3rd April the Patients Participation Group (PPG) held a well-attended Diabetes Awareness Evening at the Group Practice. Opening the meeting PPG Chairman Ken Salter welcomed everyone and explained that 90% of diabetes cases are Type 2, which, with early diagnosis, is largely preventable or manageable by making simple changes in everyday life. Local MP Justin Madders told the audience that in the past 18 months in his role of Shadow Health Minister he had seen the massive cost of diabetes on the NHS budget and the effects that it had on patients and their families. He welcomed the PPG initiative in enhancing awareness of the problem and the support available in the constituency.</p> <p>Jessica Graham gave an informative talk on the support available from Diabetes UK. They have a website which identifies the signs of diabetes and a risk scoring tool - <a href="http://www.diabetes.org.uk">www.diabetes.org.uk</a>. The Chester group meet on</p>	



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	<p>the 2nd Tuesday of each month at 7.30pm at Chester University, Castle Drive, Chester, CH1 1SF. You can contact the group by calling 01244 675 688 or emailing <a href="mailto:chesterdiabetes@aol.com">chesterdiabetes@aol.com</a></p> <p>Susan Gallagher, a nutritionist with Diabetes Essentials, spoke about the free group education sessions that her organisation provides, particularly in respect of healthy eating. Sessions are held at the Countess of Chester Hospital and the Cottage Hospital, Ellesmere Port, and they can be booked by contacting 01244 365234</p> <p>Carol Boyle from the Cheshire and Warrington Carers Trust advised the audience of the support that can be given to carers of people suffering with conditions including diabetes. Staff at the group practice can provide further information, including contact details, on this service.</p> <p>Bev Pentland represented the Cheshire Change Hub which is based at the Ellesmere Port Sport Village (EPSV) in Stanney Lane. They provide a GP Exercise on Referral Programme, which is free if eligible, and in addition people can self-refer if they want support to quit smoking or lose weight. If you are 75 or over they will provide free leisure membership to all Brio Leisure centres, which includes the EPSV. They can be contacted on 0300 777 0033 or <a href="mailto:hello@cheshirechangehub.org">hello@cheshirechangehub.org</a></p> <p>In addition to the above voluntary organisations the audience also heard from a Hope Farm patient, Robert, on his lifelong struggle with weight and his diabetes, outlining the personal regime that he undertakes on a daily basis. A visiting practice nurse, Sara Finnegan, praised Robert's dedication because his story of locally available support and personal commitment delivers a message of hope, that the diabetes process can be slowed down and even turned around</p> <p>Walking is a healthy activity which can benefit everyone. Locally there is a 1 hour walk each Tuesday in Rivacre Valley, starting at 10 am from the Rangers Hut. In May each year there is a West Cheshire Walking Festival –  <a href="http://www.activecheshire.org/assets/page_files/3446_Walking_Festival_leaflet-v4-proof.pdf">http://www.activecheshire.org/assets/page_files/3446_Walking_Festival_leaflet-v4-proof.pdf</a> - the leaflet illustrates a number of walks in the West Cheshire area held throughout May this year, which are likely to be repeated in future years.</p>	
5.	<p><b>Patient Services Team representation at the PPG Meetings</b></p> <p>Sam and Bryn had both expressed an interest in participating the in the PPG meetings and to involve the Patient Services Team with the PPG.</p> <p>Sam and Bryn are going to feedback the results from the Friends and</p>	Sam and



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	<p>Family Test to the PPG meetings, identifying any areas for improvement and to celebrate success.</p> <p>Sam also discussed patient feedback as this was part of her role at Heath Lane Medical Centre before moving to Hope Farm. Sam to develop this questionnaire for the next meeting.</p>	<p>Bryn to action</p> <p>Sam to action</p>
6.	<p><b>Mental Health Evening Event</b></p> <p>With the success of the Diabetes Awareness evening event the PPG decided to hold another one on the theme of mental health.</p> <p>Ken had met with Janet Foster from Cheshire and Wirral Partnership Trust to discuss our proposal. A theme of 'Managing Mental Health Issues' may be a good title.</p> <p>A proposed initial date in October was floated as an idea. Either the 9<sup>th</sup> or 16<sup>th</sup> October. Ken to check his diary and also those wishing to speak at the event and let the practice know.</p> <p>Janet was willing to provide resources to the event and using the self-help/management agenda. Leaflets and literature can also be provided by CWP and EPNAVO could be able to contribute. Ken to make an enquiry with them.</p> <p>It was decided to structure the event on the same format as the Diabetes Event and to include secondary education, older patients and loneliness.</p> <p>Gemma Smith the Wellbeing Coordinator at Hope Farm would also be invited to attend the event.</p> <p>More information and finalities would be discussed at the next PPG meeting.</p> <p> Rethink Mental Illness Ellesmere Port</p>	
7.	<p><b>Practice Closure</b></p> <p>Tim gave a summary of the reasons behind the practice closure application due to 2 FTE salaried GPs being on maternity leave and that the practice was struggling to recruit cover. Although it was a difficult decision for the practice to make we needed to consider patient safety and the safety of the GPs still working at the practice. As our list size has been steadily increasing this would be reaching unmanageable levels if</p>	



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	the increase continued and we were staff members down. Although locum cover has been secured but this is sporadic and not consistent. The practice list should be open again in December 2017.	
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<b>Any other business:</b>	<b>Use of the Self-Check in Screen:</b> Patients' checking in for appointments using the self-check in screen is much quicker for patients and enables reception to focus on patients queries. However, use of the self-check in screen by patients is low. It was suggested that members of the PPG could spend an hour (ish) in the front foyer helping patients navigate the self-check in screen and give them confidence in using it. Marion volunteered and will liaise with Sam.
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<b>Date of Next meeting:</b>	Thursday 14 <sup>th</sup> September 2017 at 5pm.
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