

## Appletree Patient Participation Group (PPG) Minutes of the 53rd Meeting 30<sup>th</sup> Nov 2016

**Attendees:** David Nove(Chair); Ann Martin; Brittany Wright; Margaret Raw; Marion Chesters; Roy Guildford; Elizabeth Reed; John Meggitt; George Newton; John Raw; Mike Robinson; Elena Whinfrey  
From Appletree: Dr Annalea Jennison; Stephen Leather (SWL)

Apologies: Paul Wiggins; Wendy Palmer; David Greatorex; Emily March; Tony Walker; Betty McKeggie

### 1. Opening and welcome.

David welcomed everyone

### 2. Present and Apologies

See above

### 3. Minutes of previous meeting.

The following amendments were requested:

6. Carers Forum: the organisation Making Spaces have been commissioned to deliver the services previously provided by The Alzheimers Society, not Derbyshire Carers Association as stated.

11. AOB: Elizabeth Reed reminded the meeting that we had proposed to discuss a possible Open Meeting at the surgery at the November meeting, but that it has not been put on the agenda. **Action: Agenda item for next meeting.**

Otherwise the minutes were accepted as an accurate record.

### 4. Matters arising.

- **Minor Injuries – update.** Various submissions about proposed changes to this service had been made by the Practice and PPG, both at local level and the Belper sub-locality, including at a meeting with Pauline Latham MP. Nevertheless the service has now been re-commissioned on different terms with effect from January 1<sup>st</sup> 2017. Patients will still be able to receive medical attention for “low level” injuries at Appletree e.g. twists and sprains, stings, albeit on a much reduced tariff which does not reflect the cost to the work involved to the practice. “Higher level” injuries, such as cuts requiring sutures, foreign bodies in eyes can still be seen at practice level at a higher tariff but these are incidents that the surgery is not properly equipped to deal with and in these cases patients will be referred to local Minor Injuries Units e.g. Ripley, London Road or to RDH A&E dependent upon severity. These changes were noted by the PPG with disappointment that their submissions to have the service remain as was had proved unsuccessful.
- **Midwifery Service – update.** – The Belper 5 practices had held a number of meetings with RDH Midwifery management but no agreement has been arrived at regarding the payment of a reasonable service charge for the use of practice rooms. This is a hospital out-patients clinic currently hosted by the practices at no cost to the hospital. The Belper 5 practices are no longer prepared to accept that position and will be giving notice that the rooms will not be available wef 1<sup>st</sup> January 2017 and that the Service will need to find alternative accommodation. The PPG understood and supported the practice stance.
- **Issues with medical records/ Capita – update** – As previously reported failure in service levels following the outsourcing of medical records management to Capita had resulted in a backlog of c. 200 patient records arriving at the practice in one delivery, rather than spread out over 3 -4 months. The practice are managing the situation locally but there still remains c. 120 records awaiting input into the Appletree clinical system. The PPG were pleased to see that the issue has attracted some negative media attention nationally. The GMC are currently negotiating compensation to cover the increased costs incurred by practices as a result of Capita shortfalls
- **Duffield Parish Council “Plan for the Elderly” – update.** – John Raw updated the PPG on this project which is focussed on the needs of the elderly, isolated and lonely in Duffield. 2 open meetings have been held with over 30 people attending and progress on both governance and practical help for this needy group has been made. It is still early days. The next open meeting is on Wed 25<sup>th</sup> Jan, 19.00 at the Weston Centre and anyone with an interest in helping is very welcome. The practice is supportive of the initiative; it aligns closely with its own activities caring for frail and elderly, and may well offer patient referral opportunities for those in need of befriending and greater social interaction.

## 5. Action Plan.

**Communication** – SWL drew attention to the new digital screens installed in the waiting areas. These are much easier to programme and will facilitate a more flexible management of patient messages. AM thought the displays were much easier to read.

**Joint newsletter** – SWL circulated draft copy for the Winter 2016/17 newsletter and asked for views/ any additional inclusions, either for this or subsequent editions.

## 6. Carers' Forum.

Margaret Raw spoke to her report (Appendix i) and welcomed the agreement reached with the practice that it would provide administrative support of the programme of Forum meetings. The next meeting of the forum will be on 14<sup>th</sup> December 13.00 – 14.30, when attendees will be treated to seasonal refreshments and a speaker on research into the role of Carer.

Margaret also reported that the Carers Assessment clinics at Appletree, run by Derbyshire Carers Association had been given additional funding to run until March 2017.

## 7. Other patient representative bodies (as appropriate)

Margaret also reported on a meeting she and John had attended, of members of all the Belper 5 PPGs – see app 2 for her report. The meeting had been addressed by a representative from the National Association of Patient Participation Groups (NAPP). Margaret suggested it would be useful for the PPG to become a member and the practice agreed to pay the first year First Year Joining Fee £60.

## 8. Appletree Update.

**Pharmacy First** – SWL introduced this campaign aimed at diverting patients entitled to free prescriptions and with simple ailments to community pharmacies for initial treatment.

**New GP Registrar** - Dr Lucy Baker joins the practice on Dec 7<sup>th</sup> for 4 months as part of her second year GP specialist training.

**Winter pressures** – The practice will be putting on extra appointments to help meet the increased demand over the winter months, in particular the Christmas/ New Year period.

**9. “Joined-up Care Derbyshire” – newly published NHS Sustainability and Transformation Plan (STP) for Derbyshire.** The PPG noted the publication of this document which they found to be full of facts and figures but very light on any indication of strategic direction for the Derbyshire “footprint”. They found it difficult to equate the stated goals of saving over £200m over 5 yrs whilst recruiting large numbers of staff into joined up care in the community. The group were also disappointed to note that GPs had not been fully engaged in the consultative process.

**10. PPG self-assessment – SDCCG request.** The CCG has asked both the PPG and the Practice to complete a self-assessment of the PPG/Practice working relationship which it would like completing by 31<sup>st</sup> Dec 2016. It was agreed that more time was needed to properly complete this exercise so an additional meeting was set for 14.00 18<sup>th</sup> January in the Conference Room at Appletree. It was agreed that SWL would be welcome at that meeting. DN to request extension to deadline.

## 11 – Any Other Business:

No other PPG business.

**Date of Next meeting.** Wednesday 1<sup>st</sup> Feb 2017. Please note: this replaces the programmed date of 25<sup>th</sup> January which clashes with the Elderly, Isolated and Lonely Open meeting (see 4 Matters Arising above)

## Appendix I – Report of Carers’ Forum on Wednesday, October 12th 2016 at Appletree Medical Practice

The Forum was attended by 10 Carers & ‘Cared-for’ with 5 apologies, 5 ‘Friends of Carers, Laura Pates, David Nove, June Mendham, Michelle Mellors and Sarah Lakin plus 3 members from the Community Dietician Service.

**Lauren Pates.** Presented with a plant as a thanks for her support at our meetings. The new contract for DCC Services to Carers has been won by **Making Space - www.makingspace.co.uk – 01159 308696**

**Georgia Gostling - Community Dietician** spoke about the importance of understanding the nutritional needs of those in our care and can be contacted - **georgiagostling@nhs.net – 01332 777085.** **Works** for South Derbyshire covering 5 dietetic clinics and 150 care homes.

**1. Signals** for intervention are loss of weight, chest and other infections especially pressure sores. Important to have proteins and build up calories with full cream milk, eggs, cheese and meat. If difficulty with chewing and /or swallowing, mince or liquid food. Give small snacks frequently. Add calories not quantity - Marvel can be added to milk. Milk, Coffee, Chocolate drink ok.

**2.** Give food to fit the patient - small pork pies/cheese snacks if patient is not a ‘sweet tooth.’ Dementia patients often refuse food or forget they have eaten it. Have finger food around so that they can easily pick it up. Microwave food if limited time with carers.

**3. Diabetic** patients - 50% with Type 2 Diabetes are over 75 - encouraged to eat savouries rather than sweet foods, fruit juices, sugary drinks and wine particularly high in sugars. Have smaller quantities. Use about 2,000 calories depending on patient. More vegetables than fruit. No more 14 units of alcohol per week.

**4.** Post 50 years, especially post menopausal women, check weight for malnourishment.

**5. Meal Delivery.** - Available for Carers and Cared-for. Do not cover all areas.

a. Aged UK

b. Wiltshire Farm Foods - **wiltshirefarmfoods.com** - 01476565353

c. Oakhouse Food - 0845 643 2009

Call Derbyshire - **08456 058 058** for further advice

### Discussion

**1. Cholesterol** - Porridge, High fibre and statins ok for control.

**2. Weight loss** - 3 with snacks or 5 small meals a day. Difficult in care homes.

**3. Choices** - ‘Live Life Better’ clinics at AMP x1 monthly.

### NHS Choices website

**4. Eat well pamphlets** available at AMP or Derbyshire County Council.

**5.** See GP if patient has multiple medical problems.

**6. Restricting fluids. Dehydration is more dangerous than getting up at night!**

### Changes

**1. Sarah Lakin** - **sarah.lakin@nhs.net**, PA to Stephen Leather, is taking over the written work of the Carers’ Forum from **Margaret Raw** and will be **point of contact**. We welcomed her. She will send out all the notices. There will only be a short report. See AMP website for information.

**2. Friends of Carers** will continue to run the meetings and arrange the programme. Your suggestions are needed.

**3. Carers’ clinics** run by Derbyshire Carers’ Association have been extended for a further 6 months.

Phone AMP for an appointment held on a Thursday x1 monthly.

**4. Bells & Lights** - more to be ordered.

**5. December Christmas Social** will be on **Wednesday, December 14th 1pm-2:30pm**

## Appendix 2

### Report from Belper P.P.G. Meeting on Wednesday, November 16th 2016

Mary Dwyer, Chair, from Riversdale Medical Practice, welcomed about 30 people from the ‘Belper 5’ PPG’s at Strutts Centre.

#### Research

Sharon Pedesi - **sharon.perdesi@nih.ac.uk** Spoke about the the Grant she has accessed for a Conference on Research to be held in Matlock on March 17th. She is keen for local P.P.G’s to be involved. PPG’s encouraged to choose what is relevant to their Practice. (Our Carers’ Forum is having Graham Spencer speak to the Carers in December to see if anyone would participate in his research about Carers in conjunction with Bradford University. I have been approached by Lisa Thomson, from research team, Decide, asking if she could speak to carers of people with Dementia - to discuss with the Practice.)

Appletree Patient Participation Group  
In association with Appletree Medical Practice  
Duffield, Derbyshire

#### The Sustainability and Transformation Plan(S.T.P.)

Maurice Neville - Local Councillor for Belper spoke about the cuts planned for Derbyshire NHS. The NHS has been broken up into 44 areas, called 'Footprints' and NHS Providers, C.C.Gs, LAs & other Care Services have combined to form Footprint 12. He claims the purpose of this is to impose cuts of £240 million p.a. by 2020, achieved by implementing new models for care. This cut of 20% has never been achieved anywhere in the world. - See attached sheet for further explanations and proposed plans. What is the P.P.G. response?

Note - Derbyshire plans have now been published. Please look at web site – before our PPG Meeting. Google 'Joined Up Care Plan Derbyshire' click 'Sustainability & Transformation Plan'.

#### The Role of National Association of Patient Participation Groups (NAPP)

CEO of NAPP, Paul Devlin spoke of the role of NAPP.

1. Importance of PPG's belonging to this organisation - members benefits, resource guides to help PPGs work efficiently, e bulletins, 'Put Patient's First Campaign'.
2. Intermediary between CQC, Royal College and other Health Organisations to promote the Patient Voice.
3. He spoke about 'Good Practices having good relationships with PPGs'.
4. Focus must be on Local Practice.
5. Encourage PPGs to ask their local CCG to pay for all Practices to belong to NAPP.
6. Encourage our PPG to set 2 targets for the year for us to complete.
7. Look at NAPP website for information - excellent.

Margaret Raw 21:11: 2016