

## **Patient Participation Group**

### **Minutes of meeting**

**06 February 2017**

#### **Present**

Lesley Blakeston (LB), Florence Gunn (FG), Sheila Brown (SB), Gaynor Mitchell(GM), Marlene Coatsworth, (MC), Linda Donaldson( LD), Cath Penman (CP), Tim Wright (TW)

#### **Introductions**

#### **Apologies**

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#### **Minutes of last meeting**

GM noted the discussion re mentorship not documented. It had been suggested that new diabetics could be issued with a contact of a current diabetic to mentor, other suggestions include

- Promoting Self care
- The use us of technology eg Florence – and patient web links for support
- Group diabetic review- to be considered in the future

Minutes agreed as accurate with the above to be noted in these minutes

MC- commented on the friendly helpful manner from Alison at reception

**Name Badges-** LB agreed to purchase name badges for the group members as they represent the practice at other venues

**Action Plan-** shared with group

Carers GM reviewed the role of the practice with carers Responses to the questions to be circulated, and a brief summary of this role to be added to website

#### **Chair**

TW has successfully chaired the group for 4 years- suggestion for nominations for a new chair by the next meeting. TW will chair next group where the new chair will be agreed

A separate Email is to be sent to members for nominations

#### **Practice update**

Dr Mansour the career-start GP has completed his year, the roles of the career-start health care and practice nurses and current nursing team were discussed

**CCG update**

FG updated the group on the work the CCG are undertaking for self- care. The PAM is currently being investigated with the intention of the prevention aspect being undertaken by the voluntary sector and the long term conditions being managed by the practices, this is in the early stages of development.

**Sharing of records**

The group had a discussion around sharing of records between different organisations and the confidentiality issues with the regional and national plans

**On line services**

LB – The group encouraged to use on line services for appointments, repeat prescriptions. The level of access of information was also discussed.

### PPG questions regarding carers

1. Who is the practice lead for raising awareness of the needs of carers to practice staff?

*The practice leads are Wendy Johnson (IT) , Dr Wildermann (GP) Julie Williams (HCA)*

2. Are the needs of the carers included in the induction training given to new practice staff?

*Training is undertaken by members of staff who are engaged with carers, updates on carers are provided to all staff in the TITO events and stalls with carer's information are available at some of these events*

3. How are carers identified by the practice?

*Carers are identified by carers themselves, admin, nursing staff and clinicians and added to a register.*

4. How is the cares register kept up to date?

*The register is reviewed monthly and names of cares added to when identified*

5. Are young carers added to the register?.

*Young carers are identified by schools and parents and added to the register as required*

6. How are carers kept informed of the services available to them such as flu jabs and annual health checks

*Carers are invited into the surgery annually for health checks and offered flu vaccines when available*

7. What actions are taken to help carers who are struggling?

*Carers who are identified as struggling are discussed at clinical meetings and MDTs they are then signposted to the most appropriate services*

8. Is there a whole family approach to identify carers in a family?

*This is managed on an individual family basis*

9. Are changes in in Carers circumstances either positive or negative monitored?

*Positive or negative circumstances are managed ad hoc in consultations or within cares reviews*

10. Are advice leaflets and posters available with contact details of the Carers centre and the services on offer?

*Contact details are on waiting room walls, clinicians and nurses have carers leaflets in rooms.*

11. Are opportunities given to the Carers Centre to set up stalls in the waiting area advertising their services at regular intervals?

*We have had stalls in the past and we would be more than happy to set up a stall if requested by carers centre*

