

MINUTES OF THE PATIENT PARTICIPATION GROUP HELD ON
TUESDAY, 17TH FEBRUARY 2015

<p>PRESENT: Miss J Horton – EPNOVACO Local Voluntary Sector (JH) Mr P Butters (PB) Mr Jeff Fairweather (JF) Miss R Rebo (RR) Mrs N Rogers (NR) Mrs D Lawton (DL)</p>
<p>APOLOGIES: Rev J Wagstaff. Sue Roberts</p> <p>No Apologies received from Colin Rose and Andrew Wagner</p>

In the absence of Chair, Colin Rose, Vice Chair Peter Butters to Chair meeting.

	ACTION
New Members – none	
Resignation- Mr Peter Brett Due to work commitments, Mr Brett would not be able to give the time he would have liked to the group. He wished the members well in all projects they undertake.	
Minutes of previous meeting - read and agreed	
Terms of Reference and Ground Rule - no changes.	
<p>Presentation – Jocelyn Horton (JH), Ellesmere Port and Neston Association of Voluntary and Community Organisations (EPNAVCO) To highlight some up and coming initiatives that may benefit patients which focus on community inclusion and wellbeing health.</p> <p>JH gave the meeting an overview of the EPNAVCO. It is the local voluntary sector development agency in Ellesmere Port. Aims to develop support and promote voluntary action with around 300 member organisations.</p> <p>We provide a great and immediate connection between organisations and local people looking to volunteer and gain new skills experiences and contacts.</p> <p>JH gave an update on a project Befriends Scheme, it has been running for just over a year. It is a free scheme. Befriending is a valuable lifeline to many people who feel isolated or vulnerable elderly residents. Local residents will be matched with a trained Volunteer Befriender who can provide companionship all year around.</p>	

They are looking for volunteers who can set aside some time each week to drop into an elderly person. Help elderly residents stay busy. Make sure they are keeping themselves and their home warm.

Check if they have enough food if they cannot get out when the weather is bad. They have found that they have a shortage of male befrienders. The scheme is heavily dominated by women.

Referrals to the agency by Doctors, Nurses, District Nurses, Rapid Response Team.

She explained that all befrienders are all DBSC checked before going into anyone's home. On the first visit a relative is asked to be present with the befriender and the service user, as people are not comfortable with a stranger in their home. Befrienders are able to sign post the service users to any services that could benefit them.

RR asked what if the service user did not get on with the Befriender. JH said that there is no problem stopping. Each service user and befriender have a named contact who they would speak to. It can also happen that the service provider does not get on with the service user.

PB asked how many men use the service. JH said that there are very few men who use the service. Women will openly admit to being lonely. JH said that there are very little social groups for men, e.g. Men in Sheds or social clubs, but not all elderly men are drinkers. Luncheon groups are mainly women.

NR asked how do they match a service provider with a service user. JH said they are matched by gender.

RR asked what can the befriender do for the service user. JH they are not insured to do any decorating, ironing, Home Help would cover those jobs. Live at Home would also take them shopping. Befrienders are there to provide companionship. They can take people out in their cars, but they have a shortage of car owners.

JW how long does it take to find a match. JH every referral is dealt with as quickly as possible. A match could be made within 2 days of referral to the service.

NR how do you find the information to becoming a Befriender. JH there are always adverts in newspapers, website, online. Job Centres always have a section for volunteers. Volunteer fairs.

JH You can also contact EPNAVCO direct by telephone for more information.

PB asked if everyone was entitled to the service, e.g. people who live in Hollymere Residential Home. JH Yes. People living in Independent Living Housing can still be lonely and would benefit from visits from a befriender.

The referrals they had received were from the Stanney and Westminster area.

PB asked do the befrienders claim travel expenses. JH No. The befriender takes on the costs e.g. one lady likes to go to Cheshire Oaks to look at the clothes shops.

RR Do you have next of kin contact numbers. JH yes. Next of kin are informed of visits.

JH gave members flyers of the service.

	<p>PB thanked JH for her informative presentation. NB: JH said if a referral had been made and the person may have been uncontactable due to a hospital admittance, a new referral would need to be made on discharge.</p>	
	<p>Update of West Cheshire Participation Group Meeting – PB The discussion at the meeting had been the data collected by the MORI Poll. PB was very surprised that only 30% of the practice patients sent a questionnaire had returned them. Tarporley had been the highest with a response of 51%. PB was very impressed that the Practice Nurses and Reception staff were rated highly</p>	
	<p>Presentation of Patient Questionnaires – RR The Group devised a questionnaire of 5 questions and the opportunity for comments and suggestions. RR had spent an afternoon in the practice speaking to patients and asking them if they would fill in the questionnaire. 25 patients were happy to take part in the questionnaire. Copy of questionnaire and summary and results attached. RR felt that it would be interesting to spend another day in the practice. It was agreed that RR and PB would attend the practice on Wednesday, 11th March, 2015, in the morning. JF said with all his commitments he would not be able to assist, but he would be happy to collate the data. It was agreed RR and PB to give questionnaires out and JF to collate survey results.</p>	
	<p>AOB - none</p>	
	<p>Date and time of next meeting Tuesday, 31st March, 2015, at 6.30pm</p>	