

MINUTES OF THE PATIENT PARTICIPATION GROUP HELD ON  
TUESDAY, 12<sup>TH</sup> MAY, 2015

**PRESENT:**

MR P BUTTERS (PB)  
REV J WAGSTAFF (JW)  
MR J FAIRWEATHER (JW)  
MISS R REBO (RR)  
MRS S ROBERTS (SR)  
MRS D LAWTON (DL)  
BARBARA FLYNN-SOUTHERN, WELLBEING CO-ORDINATOR

**APOLOGIES:**

MR C ROSE

**NO APOLOGIES RECEIVED:** MR A WAGNER

	ACTION
<b>Resignations</b> - none	
<b>Welcome new members</b> - none	
<b>Minutes from previous meeting</b> read and agreed.	
<b>PPG Terms of Reference and Group Rules</b> – no change	
<b>Actions from previous meeting</b> - none	
<p><b>Presentation – Barbara Flynn-Southern, Wellbeing Co-ordinator</b> Barbara is employed by Age Concern. Her role is to support patients with non-medical problems. She looks after patients from 18 years upwards. The Wellbeing Co-ordinator role took effect from January, 2015. There are 3 Co-ordinators supporting the practice in Ellesmere Port. Barbara supports York Road and Old Hall Surgery practices. Steve supports Great Sutton Practice and Gemma supports Whitby and Hope Farm practices. The role had originally been for 4 months and now it has been extended for a year. The GPs are very impressed with the service.</p> <p>The Clinical Commissioning Group (CCG) are now going to run the service out to other areas, Neston, Chester city and rural.</p> <p>Barbara said that she had 55 patients in her caseload. Patients she has dealt with are patients with long term medical problems who need motivation to do things, maybe just around the house or assessing patient's needs and helping put services in place in the home, addressing loneliness, isolation and social issues.</p> <p>Barbara works closely with Social Workers, Occupational Therapists and the Integrated Care Team. Sometimes people need a gentle approach when trying to put things in place for them.</p>	

	<p>Barbara gave some examples of patients that she was able to help and support.</p> <p>Barbara said that some patients are not happy having home visits, so there is now the facility to see patients at the practice. The service is proving very successful in reducing the amount of visits patients are making to the surgery for non-medical matters. One patient made 2 visits per week to the surgery. Since Barbara has supported the patient they have enrolled for a college course. Barbara says patient is now focused on the course and busy and able to cope with life.</p> <p>RR asked what can the PPG do to help. Barbara gave members a leaflet and suggested by passing on the information by word of mouth. SR said that there is a full page in the June Newsletter.</p> <p>SR said that Barbara is very proactive and works from the practice, having a base in one place leads to good time management.</p> <p>JW said that she was heavily involved with the food banks. SR explained to Barbara that JW is a retired Vicar.</p> <p>PB asked if it is to be rolled out over 37 CCGs. SR said the Wellbeing Co-ordinator was a pilot scheme which has proved to be very successful identifying a gap. Monies are available from Age Concern SR said that the practice was very lucky to have a very committed Wellbeing Co-ordinator. PB felt it was a very beneficial service and the way forward for GP practices as it showed how many people attend GP surgeries for more social than medical problems. SR thanked Barbara for her very informative presentation.</p>	
	<p><b>Update from PPG Chair – PB attended on behalf of CR</b> PB said that the discussion had been on Prime Minister Challenge Fund. Bids had been submitted for projects, a bid of 6.7 million had been submitted. They had been successful acquiring 3.7 million. Not all projects could be completed. JF said he had attended the second part of the meeting and he had found it very informative.</p> <p>SR told meeting that York Road, Whitby Medical Centre and Old Hall Surgery, 3 separate practices had the remit to working together. One of the projects they are working on is Early Visiting Service. If a patient rang up at 9am in the morning, the GP would not be going to visit the patient until between end of morning surgery and the start of the afternoon surgery, for example, if the visit to patient was at 12 noon and the patient needed to be admitted, it could be late afternoon before the patient is admitted to hospital,</p> <p>This often means it is too late in the day for the hospital to perform tests that may be required. If the patient had been seen by the GP before lunchtime, had tests performed, they could be discharged same day which is more cost effective.</p>	

	<p>SR felt that the practice does not have a high volume of home visit requests. It is the working together and deciding what is beneficial to the patients. Dr Birch is looking at patient discharges from hospital. At present a discharged patient does not receive a holistic visit.</p> <p>None of these are yet in place, but being looked at as possible projects.</p>	
	<p><b>Extended Hours – SR</b> The Prime Ministers Challenge Fund is looking at increasing the extended hours 8-8pm 7 days per week. It had been found that in rural Cheshire, the extended hours put into place until 8pm, Saturday and Sunday, they had not had a good uptake of patients who were under using the service. PR asked who originally paid for the services. SR said that GPs paid out of their income.</p>	
	<p><b>Fountains Medical Centre</b> PB asked if the new building was to be opened soon. SR said that is now opened and Practices are already in. There is an open plan area for reception. and there are lifts to Practice from the main entrance. There is an underground car park.</p>	
	<p><b>Old Hall Surgery</b> PB asked if there was any more information to the new building in Ellesmere Port. SR said that Dr Baker is the Project Lead for the practice. She is at present on maternity leave. SR has been attending the meetings with Practice Manager of York Road Practice. SR said that there is a meeting to be held in June and that she will keep the group informed</p> <p>SR told meeting that Dr Shaw will be retiring in June, 2015, Dr Phipps will be retiring in October, 2015 and Dr Birch noted he will be retiring in June, 2016. Dr Sznerch will be appointed as the new Partner. PB asked if Dr Hutchinson was staying. SR said that she has been covering locum sessions and that she was now pregnant and will be going off on maternity leave. Dr Baker will be back off maternity leave in September. PB asked when Dr Griffiths would be returning. SR said that she is back. SR said that there will be some huge changes in the next 12-18 months.</p>	
	<p><b>Date and time of next meeting: Tuesday, 7<sup>th</sup> July, 2015 at 6.30pm</b></p>	