

WILSON STREET SURGERY

Patient Participation Group Meeting

Minutes

Wednesday 19 March 2014
6.30pm. Wilson Street Reception

Present: RH, PPG interim Chair, AH, SB, KH, JH, Dr Susie Bayley, Sue Altoft, Practice Manager,

Apologies: HC

Guest: Megan Singleton, Derby Carers

Minutes: Sue Altoft

Sue welcomed the group and our guest, Megan Singleton.

1) Review of the Minutes of the last Meeting on 20/11/13.

- Actions undertaken with KH inviting Megan Singleton to our meeting to discuss the work of the Derby Carers and how they can provide support to carers across Derby City.
- Information about the Training Practice – good news has been included on the website, in the PPG Spring newsletter and features on the PPG noticeboard.
- Sue A has spoken to the CCG Locality Manager about the possibility of a DAC (Derby Advanced Commissioning) PPG networking event. This has been fed back to Claire Haynes in the Public Engagement team at the CCG.
- RH has provided all members with a copy of the Shaping Diabetes Services in Southern Derbyshire document discussed at the November meeting.

2) Megan Singleton, Derby Carers Centre

Megan introduced herself and her role at Derby Carers to the group and guided us through some very informative presentation slides about the support the Carers Centre can offer to Carers and those being cared for.

The slides accompany these Minutes & can be accessed below:-



Carers Presentation
Megan Singleton Mar

Carers Express: Megan advised of a new pilot to be launched shortly aimed at staff in General Practice to increase awareness of a multitude of Caring societies including Age UK, Alzheimers trust & Dementia Care. The event will take place at London Road Community Hospital (LRCH) with the view that if successful, it will be launched to the wider public community.

ACTION. Sue to advise Anne Wayne, Care Coordinator of this event.

Referrals for Carers assessments are done through Derby City Council. Self referral is acceptable.

Emergency Card: The Carers Centre have launched an Emergency Card containing any necessary personal information to be used in the event of a Carer/patient being cared for getting into difficulty.

Megan explained that the Carers Centre was currently involved in several different work-streams predominantly:-

Promotion of the Carers Centre

Drop In Clinics at RDH

A Discharge Pathway to identify Carers of patients upon discharge from Hospital.

Strengthening links with PALS

Links with LRCH & Kingsway Hospitals to promote Carers.

Carers Week – 9 – 15 June 2014

The Carers Centre are looking at Drop In Clinics in General Practice. Sue advised Megan that Wilson Street would be happy for them to set up a drop In Clinic on Tuesday 10 June in the waiting room and if Megan would like to go to Taddington Road as well, she would be most welcome.

Taster sessions for Pamper Days are also being arranged with a therapist. Sue indicated that the practice will be happy for a therapist to use some space on Wednesday 11 June at Wilson Street.

Carers Drop In sessions are also to be arranged on Friday 15 June at the Spot.

ACTION: Megan to advise the necessary parties & liaise with Sue A.

ACTION: Sue A to arrange for text reminders for patients that have consented & are Carers to promote the Drop In & Pamper sessions. Note also on the Website.

Dr Bayley suggested that once the Flu message had been taken off the Prescription Counterfoil, we could include a message asking patients to let us know if they are a Carer or being Cared for & by whom – to improve the Register we currently have.

ACTION: Sue A to action

3) The Silver Line (Sue A)

The Silver Line is a confidential free helpline for older people open every day and night of the year. The Founder, Esther Rantzen runs the Silver Line in a similar way to Child Line. Sue showed the members a leaflet downloaded from the SilverLine website www.silverline.org.uk and advised that she had put it on the practice website & wondered if AH & SB wanted to include it for the PPG Noticeboard. Agreed.

ACTION: AH & SB to action

4) Noticeboards (AH)

AH asked about ideas to include for the PPG noticeboard – when they change again. Ideas include a 'splash' around Carers Week, Silver Line, Creative Carers (Megan provided AH with a leaflet), Derby Advice Centre. It was suggested that the PPG noticeboard changes over every 3-4 months.

Megan advised that she has Carers Centre leaflets in Polish, Urdu & Punjabi if the practice needed any and asked whether any other languages were required. SEB advised that Slovakian would be useful.

ACTION: Megan agreed to make a list of services/support available from Derby Carers Centre & will email the list to Sue A who will then pass it on to all PPG members.

5) How to have a safe summer (All)

Sue advised that HC had suggested we may like to look at including information about sun protection, sickness in foreign climes, dangers of under-cooked food on BBQs, dehydration etc in either the newsletter or on the PPG Noticeboard. Members thought this was a good idea and thanked HC for suggesting this area for inclusion and it was agreed that we would 'signpost' people to the relevant websites for each of these areas rather than offer advice. The websites available are all full of useful accurate information.

ACTION: AH & SB – for the noticeboard.

6) Derby Health Forum PPG Networking Event (RH)

RH has received a letter from Claire Haynes, in the CCG Engagement team inviting PPG members to a PPG event on 16 April 12noon to 3pm at the YMCA. Speakers involve Dr Sheila Newport, Chair of the SDCCG and several voluntary organistaions will be present.

ACTION: If members are interested in attending, please email RH who will submit the return slip to the CCG.

Any Other Business

Dr Bayley suggested that she & Sue A meet with AH sometime in May re coordinating the Noticeboard, Facebook and Website.

ACTION: Sue to arrange.

Further Meetings for 2014:

Wednesday 18 June 2014

Wednesday 17 September 2014

Wednesday 21 January 2015

Next Meeting: Wednesday 18 June 2014 at 6.30pm at Wilson St Surgery.

Thank you to all that attended. Meeting closed at 7:45 pm