

Abbey Medical Centre Patient Participation Group

Minutes of meeting held on December 6, 2018, at 1pm

Present: Chris Barnatt, Gerry Coppel, Sue McNab, Debs Smith, Jean Reid, Jean Yarnell, Richard Hepple

Apologies for absence: Christine Tyldesley, Thelma Hembury, Lucy Morrow, Allison Dobbs, Dr Taplin.

Minutes of last meeting: Agreed

Matters arising: Sue reminded members of the tombola, raffle and coffee morning that afternoon and the following day in aid of Nottingham Children's Hospital.

Patient Reference Group: Richard Hepple said the atmosphere at meetings had changed. There seemed to be a power shift. Nottingham City is looking into patient participation in the new combined CCGs authority via a management consultancy. Members of the PRG had complained about inaccuracies in notes of a meeting held with PRG.

Both Sue and Richard had complained deeply about problems with patient transfers, leading to people having their kidney dialysis time reduced because they were late arriving for appointments.

Golden Years Christmas Get-together: Sue said staff had been approached by some patients to see if we were having a Christmas party this year for the elderly etc. The committee agreed this would be too close to our fund-raiser on Dec 6 and 7 but Sue suggested we could perhaps look to do something in the spring with the money we have left in our Golden Years fund.

Jean Reid had been to an afternoon run by Broxtowe Borough Council giving general information for the over 50s. She was most impressed by the level of care expressed, especially by the person who presented information about dementia. Sue agreed to follow up on this for a newsletter article.

Carer's Champion: The committee was introduced to receptionist Rebecca Credgington, who is the practice's Carer's Champion. She works in tandem with Yvonne Gregory of the Carer's Federation to help people who are known to be carers. Rebecca said the practice felt it had contacted all patients who were obviously carers, i.e. those who attend appointments with the people they care for, but was struggling to reach out to others. She said a lot of people are carers but don't class themselves as such. They might, for instance, sort out a relative's medications once a week or do their washing and might not consider that is being a carer.

Gerry suggested substituting the word helper for carer might make people recognise their role. Sue will put an article in the newsletter.

Yvonne would like a list of care group meetings in the area, i.e. at church groups and would like PPG members to put forward any they know of. She is currently at the Abbey surgery at lunchtime on the first Monday in the month to be available to carers with any questions or who need help.

Sue and Richard will ask other PPGs how they discover who is a carer and what they are doing to help.

Richard said that Universal Credit is coming to our area for all new claims and Beeston Citizens' Advice Bureau has funding for two afternoon sessions each week. Difficulties include that applications have to be made online and not everyone has access to a computer and the procedure is also complicated, he feels. Sue remarked that this may have a knock-on effect to the surgery because people's health may suffer from the stress.

Yvonne Gregory can help people apply for any funding they may be entitled to, such as carer's allowance.

Online Access: Debs said two receptionists had been working hard on this and 18.2% of patients have signed up but a further 3.6% of patients approached did not wish to. By the end of March the practice is required to have 30% of patients using online access. Gerry said surely the powers that be should take into account the age demographic of our practice, which has many elderly patients. Debs said our practice has one of the lowest numbers of online users in Nottingham West CCG but it is not for want of trying. The other practices did not seem to be doing anything we have not tried doing. Sue said there had been numerous articles about this in our practice newsletter.

Chairman Chris described this online access as a government aspiration and not a legal requirement and we are a friendly practice where patients want to come in or phone in to make personal contact. That's what works for them.

Any other business: Debs said senior partner Dr Nick Browne has announced his retirement in March. He will not be involved in any surgery sessions after that time. The practice is looking for another doctor and one of the other partners will become senior partner. The PPG members were very sad to hear the news but wish Dr Browne all the best for the future.

Date of next meetings: Wednesday, February 20, at 6.30pm and Thursday, April 11 at 1pm.