

Kelsall PPG Meeting

Tuesday 11 April 2019

Kelsall Community Centre

Minutes

Present : Humphrey Claxton (Chair), Caroline Stein (Vice-Chair), Michele Grant (Secretary), Dr Claire Baker, Julie Johnstone, Alan and Jen Bottomley, Lyn Howe, Arthur Wycherley, Fiona Smith, Pam Lewis

Apologies: Davina Crawford-Young, Nick Kuszniir

Minutes of the last meeting

Agreed.

Matters Arising from the Minutes

Claire reported that PAM (Patient Activation Measure) was a tried and tested system and can be measured against other areas using it but requires training to use and carries a heavy training cost. It could be a tool to measure the benefits of the Wellbeing Hub. WEM is a more accessible alternative system but is considered less good. It was suggested that the system be started 3 months before the opening of the Hub to create a baseline of information against which to monitor long term change.

Action: CB to validate PAM score

It was decided that it was too early to plan the running of the Hub but we should all think about anyone suitable to run the Hub.

Action: MG to follow up on a potential person suggested to her who has experience in training volunteers and lives in Kelsall.

Update on the Medical Centre

The heads of terms is still to be signed. There is a commissioning committee meeting in May to consider the Practice's relocation costs and there is a discussion to be had with doctors at the Tarporley practice on arrangements with them.

Fundraising

To date there is £130,972.36 in the bank so all thermometers online and in locations around the village can be filled in to the target level.

Action: Nick and James to update website and Facebook page.

We do still need to raise funds to repay £75,000 of bonds and reaching our funding target may make it more difficult to attract sponsorship. The funding bid to Garfield Weston has unfortunately been unsuccessful. Humphrey reported that there is a further bid for funds to the Trafford Housing Trust who have appointed us a bid advisor. Humphrey is liaising with Fiona.

The next fundraising meeting is 7 May and there will be a celebratory toast to the achievement. Julie and Claire are cordially invited to join the fundraising team to raise a glass of fizz.

We have applied for charity status as a CIO and await a decision from the Charities Commission. Other PPGs are charities but our management of a building makes our application more complex. We are expecting a decision in June/July. There are 4 trustees – Humphrey, Caroline, Michele and Alan.

Marketing and Promotion

The fundraising challenge has been supported by excellent communications and PR. The support of KADRAS (700 circulation), the Facebook page and a database of 170 contacts were noted as key ways to spread the word.

As such it is important the PPG protects the brand and what it stands for. Anything that goes out with the Wellbeing Hub brand must be cleared by trustees first, and Claire if necessary, to ensure the brand values are upheld. There was wide agreement that it is important to uphold the integrity of the Wellbeing Hub brand.

Once the Hub is open a management team of Claire, 2 x trustees plus 2-3 volunteers would be engaged in running the Hub and monitoring activity and communications.

Action : Humphrey to circulate a draft policy for responses to the PPG committee members and fundraising team

Communication with patients

Claire and Julie reported that after sending out a batch of emails to 1000 people on their books, it was necessary to cease the email about the Hub as they received a small number of complaints by patients who perceived it negatively.

Claire advocated that we consider how to form a teenager and young adult PPG.

Other opportunities for in-kind support were discussed. Jen said that the response from Peter Moore from the Duke of Edinburgh awards had been very positive and that she and Alan had received interest in fulfilling aspects of their bronze medal from several young people.

Action: Alan and Jen to approach Peter to see how the relationship might work with the Wellbeing Hub now and in future.

Clare explained the roles of the wellbeing coordinators and the Care Coordinator. A rural alliance of 40,000 patients including Kelsall and its patient catchment was to get 1.5 people equivalent to look at wellbeing. We would need to look at how that coordinator would relate to the Hub.

Action: Clare to ask Wellbeing Coordinator to speak at next meeting, so the PPG can better understand the role and how the PPG can support the surgery to deliver it.

Friends and Family

Julie reported that the March figures were very positive, though a low response rate persists. (2%). Out of a total of 29 responses, 27 gave the practice a 5 star rating, 1 said they would probably recommend and only one said they would not recommend the practice. Overview of the year shows that 94% would recommend the practice to others.

It was noted that MJOG has resulted in a significant decline in no shows for appointments.

Date of next meetings

Next Meeting : **Thursday 30 May** at the Community Centre. Following meeting Tuesday 30 July.

Action : Michele to book the Community Centre for the 30 July meeting.

Any Other Business

It was noted that the surgery are looking to make the front desk in the surgery more accessible, while protecting patient privacy.

It was also noted that loneliness and isolation was excluded from the CCG's 5-year plan, despite it being a bigger killer than smoking, alcohol and obesity. Clare said the challenge was there is no medical model for loneliness and isolation. Humphrey suggested that the Operational Plan should include a Year 1 Objective of defining the CCG's approach to dealing with loneliness and social isolation. Claire undertook to feed this back to the CCG.

There being no other business the meeting closed at 19.00