

Kelsall PPG Meeting

Thursday 30 April 2020

held by conference call

Minutes

Present : Humphrey Claxton (Chair), Caroline Stein (Vice-Chair), Michele Grant (Secretary), Dr Claire Baker, Julie Johnson, Alan Bottomley, Jen Bottomley, Arthur Wycherley, Nick Kusznir, Fiona Smith, Pam Lewis, Alan and Ann Parsons

Apologies

None received

Minutes of the last meeting

Agreed.

Matters Arising from the Minutes

None not covered on the agenda

Update on the Medical Centre

Claire reported that the lease had been signed for the new surgery last Friday. There is a good relationship with Assura and Castlemead. They are now awaiting to start on site. The doctors are negotiating their way through what is a complex environment during Covid-19 epidemic.

Cooperation Agreement

There is now a need to rearrange the meeting to discuss the Cooperation Agreement. Currently there is a pressing need to have space to deal with the significant clinical commitments the pandemic is creating.

There is however a need to finalise Heads of Terms between the doctors and the Trust as soon as possible.

Fundraising

It was agreed that the next fundraising activity would be aligned to coincide with the beginning of construction.

Marketing and Promotion

Alan now has access to the Facebook page to act as a cover for James when required. James is responding quickly now he has more time available.

The good news that the Wellbeing Hub project is going live to be covered in 12 May edition of KADRAS, along with other communication channels including the PPG website.

Action: text for KADRAS to be drafted.

Friends and Family

Because of Covid 19, this is mostly triage appointments. There have been 14 definite recommendations and 2 recommendations in the last month.

The surgery is dealing with around 300 appointments. Nurses are keeping very busy including doing bandaging in the covered area in the car park. There has been a spike in e-consultations.

Other Business

Jen related how the PPG has been able to support a surgery patient who needed to find a way to communicate with her husband who is in a care home. Alan and Jen responded to a request by the surgery staff to get in contact with the patient concerned to find a solution to her communication needs. Alan and Jen were able to affect this. Alan stressed the importance of gaining the trust of the person needing support from the outset. It demonstrated the type of role that the Wellbeing Hub could deliver in the longer term. It was noted bereavement and financial difficulties will arise from COVID 19 which will require support and likely increase the need for this type of community support.

It was decided to publicise Alan and Jen's story through the email 'round robin' and through Facebook. The story would be reported anonymously, and the approval of the patient sought in advance.

Humphrey reported that the Parish Council had 65 volunteers who have so far supported 25-30 people in the village with shopping, collecting prescriptions and helping people with technology. It is hoped that some of these volunteers will join the Wellbeing Hub list of volunteers.

Action: Julie to tell all surgery staff to pass on similar cases of patient community support needs to the PPG who would source support where they can.

Alan to draft text for the story coverage and run past Humphrey.

Date of next meetings

Next Meeting : **Thursday 18 June** by conference call.

There being no other business the meeting closed at 18.40