

# Kelsall PPG Meeting

## Thursday 22 July 2021

### held by conference call

## Minutes

**Present :** Caroline Stein (Chair), Alan Bottomley (Vice Chair), Michele Elvin (Secretary), Dr Claire Baker, Jen Bottomley, Nick Kuszniir, Fiona Smith, Alan and Ann Parsons, Steve Ellis, Lorraine Hammond

**Apologies** Rena Gardner, Davina Crawford-Young, Julie Johnson

### **Minutes & Matters Arising**

Accepted. No other items not covered on the agenda.

### **Chair's report**

Caroline welcomed Steve Ellis and Lorraine Hammond – two of the newly appointed Wellbeing Hub trustees – to the meeting.

She provided a short report back on the Rural Alliance and Care Community meetings. The PPGs of the Rural Alliance are going to work collaboratively to feed local content into the Live Well website. Our own PPG website, the only one in the RA patch, will also have a link to the Live Well website.

### **Update on the Medical Centre**

Claire reported that the Rural Alliance has appointed additional shared professional staff including link workers and physiotherapists. At the current time the Kelsall Medical Centre cannot expand the team due to lack of space. That means the practice does not benefit from the informal exchange of knowledge that can happen with an expanded team. It is also not possible to do group consultations.

Claire said she is speaking with a charity working with people with learning disabilities and this is an area of activity she would like the new centre to include.

Claire sees the Hub filling the non-medical gaps, e.g. walking groups setting out from the Hub, art clubs, plus a drop in facility and helping people access information. She is keen for the centre to offer a safe place for carers.

Steve asked whether Lyndsey as one of our link workers would be able to spend specified dedicated time in Kelsall. Claire said that because Lyndsey is delivering a service across the PCN any dedicated time in the Hub would need to be related to a specific session that was illness/need related and available to everyone, not only patients of the medical centre or people living in Kelsall.

Lorraine asked about what types of questions we should use on the survey to residents about activities they would like to see in the Hub. Claire was clear that we should avoid using medical terms, e.g. refer to loneliness rather than social isolation. We should avoid talking about counselling because it implies professional counselling services and to avoid implying that we can offer a mental

health crisis support, especially for young people. Caroline said the thinking had been to offer a homework club for young people.

Claire confirmed that the surgery would contact patients on their database of a service available at the Hub, where appropriate.

Claire advocated starting with four or five activities that we know people want and build up from there.

### **Covid/flu vaccine update**

The flu jabs are starting on 20 September and the Community Centre has been booked for several dates. The same format as last year will be used. The PPG offered their support to marshal and support patients as last year.

**Action:** Julie to contact the PPG to confirm dates for support on flu jabs.

Claire reported that the surgery would like to offer Covid vaccine boosters if they can manage within a small practice. A decision has not yet been taken on who can do Covid booster vaccines.

### **Care Community Update**

Covered in previous item

### **Fundraising**

Jen reported that Erin had organised two dress-down days – one at Kelsall Primary School and one at Tarporley High. These events raised respectively £219.30 and £302.00 for the Hub.

Jen said this was a tremendous achievement. The PPG has thanked both schools for their fundraising efforts.

The Ferret Racing event has been rescheduled for 4 September. Lorraine is coordinating the PR.

### **Role of PPG facilitating volunteers helping people in the community**

Caroline reported that she had looked into this. It was noted that this is the sort of activity that the Hub should be involved with. Nick raised concern about the potential nature and level of support required and safety issues. It was noted the need for all volunteers to have DBS status and to be fully briefed on what is an appropriate level of support. Caroline agreed to find out more to ensure we can align positively with the Hub activity. The initiative could positively increase the pool of volunteers for the Hub.

**Action:** Caroline to contact Opal to discuss collaborative work around volunteer support network in Kelsall.

### **Any Other Business**

**Facebook page for the Medical Centre** – Claire confirmed that in principle she was fine with this and noted that some other practices in the Rural Alliance have a Facebook page. There was a discussion about ensuring the nature of the content did not invite negative comments. Lorraine confirmed it would be about push messaging and that the Hub Facebook page has positive feedback and does not have an issue with feedback.

The importance of ensuring people not using social media would access the same messages was raised. It was suggested that the Facebook content could be packaged into an email and sent out as a click from the surgery to a mail merge.

**Action:** Team C of the Wellbeing Hub to liaise with Julie.

**Patient Participation Results** – Claire said that the latest figures showed 94% satisfaction with the surgery. Claire was particularly pleased with the good feedback given the difficult operational challenges the surgery has faced during Covid. The only issue is the difficulty of booking appointments. The surgery has installed additional lines to accommodate increasing numbers of calls.

**Volunteers** – Alan and Jen reported they have contacted everyone who previously said they would like to volunteer to establish the current commitment. They were pleased to report a total of 49 people to volunteer.

A patient who has recently been bereaved contacted Alan and Jen to say the support from the medical centre has been fantastic with particular thanks going to Dr Daniels.

#### **Date of next meetings**

**Next Meeting** : on **16 September at 5.30 p.m.** via Microsoft Teams. Any apologies to the Secretary, Michele Elvin. Date of the **following meeting** is **Thursday 18 November**.

Meetings to remain remote until 2022.

There being no other business the meeting closed at 18.39.