

KELSALL PPG MEETING

TUESDAY 10TH DECEMBER 2019

Kelsall Community Centre

MINUTES

Present: Humphrey Claxton (Chair), Caroline Stein (Vice-Chair and acting Secretary), Dr Claire Baker, Julie Johnson, Alan Bottomley, Jen Bottomley, Alan & Ann Parsons, Nick Kuszniir, Fiona Smith, Rene Gardner, Monica & Colin Haworth

Apologies: Michele Grant (Secretary), Arthur Wycherley

Minutes of the last meeting

Agreed

Matters arising from the Minutes

No matters arising

Social Prescribing Link Worker – Claire Lockerbie

The six practices of the Rural Alliance have the use of the new social prescribing link worker. It is thought that 1 in 5 visits to the doctor is a social issue. Support and help is needed to recognize these non-medical issues, such as isolation, ageing problems and physical inactivity; and link these people to community groups. They could then learn new coping skills and even become volunteers themselves to help others.

There needs to be mapping of the area to see what is already available. There are known gaps such as mental health issues and young families. There are plenty of groups for the over 50s but are they targeting the correct issues?

These groups need to be funded by someone and venues ideally need to be free to hire. Healthbox have funded fall prevention classes and a Charity Chapter has funded 6-week mental health courses. In the future all these groups need to become sustainable groups.

This is a new enterprise and referrals rates have not yet been assessed.

Rural Alliance PPG Chair meeting – Humphrey Claxton

The structure of the NHS and how patients are treated in Primary Care is changing rapidly. The Rural Alliance understands the importance of patient input into this decision making process. The six PPGs need to provide a real input into the Rural Alliance Primary Care Network (RAPCN). They are looking for a volunteer to have a place at Board level and another on a steering group.

Our PPG will have an important role in helping our patient base to understand the changes in Primary Care. Patients may not see the doctor but instead see a more appropriate health care professional. To do this the number of members of our PPG needs to increase.

Snapshot assessed that 40% of doctors appointment could have been seen by another healthcare professional, if this was done then there would be 40% more doctor appointment made available for suitable patients. This approach would provide improved teamwork with other HealthCare professionals and manage the risk better. More time would be available for an annual review of medications, telephone triage to direct the patient to the right healthcare professional and time to educate the population on health matters.

Receptionists have been trained to use CareHub so this is already in place to help signpost some patients to useful groups in the area.

A pharmacist from the Countess of Chester helped reassess the medications for 19 patients in a local care home, this was an extremely useful exercise and they are doing another visit in January. From March the practice hopes to employ a part-time pharmacist to help review medications of practice patients, checking other tests such as blood pressure have been completed and free up some of the doctor's time to do other things. Other healthcare professionals, for example, who need to be recruited, are a physiotherapist, a social prescriber and a first ambulance responder.

Action: Alan to use the database of volunteers who have already shown an interest to see if they want to become active on the PPG.

Update on Medical Centre – Claire Baker

The CCG have verbally agreed a full rental reimbursement. They are waiting for this confirmation in writing. The issues with highways and the badgers have been resolved. Dr Baker felt that the legal side can be agreed quickly and then Castlemead can commence the building work. This is all positive news.

Sanctuary, a social landlord, will own the leasehold housing on the site, made up of several ownership percentages, 100,75, 50 and 25% for over 55 year olds.

Assura, will own the Medical Centre and Hub, have offered a 125-year lease for £115,000 for the Hub. They are keen on our local flagship project and want the project to succeed.

Fundraising:

Summary of 2018-2019

Bonds £73,000

Donations £15,794.35

Fundraising £20,065

Total in bank £108,365.83

Final fundraising event of the year is Carol Singing at the Morris Dancer on 16th December starting at 8.00 by the Royal Vale singers

Nicki Tinson works for Smart Fleet Solutions and they are about to donate £500 to the Hub. They need some information and photos to help provide some local media PR.

Action: Alan and Humphrey to send the necessary information to Nicki

We have several grants already promised to help pay off the Bonds but until we have a build start date and schedule of payments we are not yet in a position to start repaying them. Hopefully within 3 months this repayment will start. Once construction has begun and all the legal matters are completed we will commence our next major

fundraising project, to fill a wall space inside the Hub with sponsored tiles to the value of £36,000

Marketing and Promotion:

The PPG website has all the information about the Rural Alliance

To organise a Social Prescribing event for all the volunteer groups to explain what it is all about.

Friends and Family:

November had 32 responses, which is a return of 2%. 31 were positive and 1 'would not recommend the practice'. The reason for this score was a delay in a prescription being ready for collection. 18 positive verbose responses were shared with the staff.

A card machine will be available in January for payments.

A new SMS texting service is to be introduced for doctors to message patients directly.

There was a spike in e-consults, 6 in a week. Dr Baker confirmed that the Practice is not promoting e-consult as the doctors do not find that it increases efficiency.

25% of appointments are offered for online booking, this is a requirement.

Dates of next meeting:

Thursday 30th January at 17.30 Community Centre

Thursday 26th March at 17.30 Community Centre

Action: Michele to book Community Centre for 26th March

There being no other business the meeting closed at 19.00