



MINUTES

Monday 21st October 2019

Oldwood Surgery

Attendees: Steve MacDonald, Alison Sarsons, Jenny Daniels, Martine Blaser-Smart, Elodie Lanworn, John Schultz, Sally Slyfield, Sue Peters, Pam Underhill, Gillian Branford (Helping Hands), Libby Looseley and Mark Tolhurst from Care for the Carers for item 3 only

Apologies: Keith McPherson, Tanja Conway-Grim

Items:

1. Welcome and introductions

Steve welcomed the group.

2. Apologies

Libby confirmed the apologies.

3. Presentation from Care for the Carers

Mark gave an overview of the services provided by Care for the Carers, the charity who have the contract to provide carer services to unpaid carers in East Sussex. All services are free and include:

- Duty officer Monday to Friday 10am to 5pm – for referrals and enquiries. Referrals are responded to within 5 days and the carer will be allocated a care worker. The carer will be invited to a meeting (clinic at Battle Health Centre 3rd Thursday each month). If they cannot leave the home, they will be offered a phone call or home visit.
- Provide 1:1 carer support – listen to problems and signpost carers to support services including guidance on financial thresholds for social care needs assessments
- Carers groups who meet once a month for peer support
- Carers wellbeing groups
- Carers Mental health group
- Young carers support (16-25 year olds) – children are supported by another service – Care for the Carers can signpost patients
- Counselling service

- Teen talk counselling service (funded by Children in Need)
- Healthcare respite grant to enable carers to attend own hospital appointments, including transport.
- Spa days, afternoon tea, trips out
- Carer's discount card – including concession parking £1.70 per day at Conquest
- Emergency support service CRESS – contingency plan for emergency help until longer term support can be found

They also:

- Work closely with Social Care Direct
- Link into commissioning decisions
- Have a newsletter and magazine via paper or email (and in GP waiting rooms)
- Update their website regularly – best place to look for events/news
- Office based in Eastbourne

Sue Peters asked how they are funded and explained about her charity that provides funding for other charities. Mark confirmed that Care for the Carers are funded by East Sussex County Council for their carers support contract and receive charitable donations from the National Lottery, Children in Need and other organisations.

Steve asked what support the PPG can give and Mark said raising awareness of their services. Many people do not feel they are carers until you ask the question 'what would happen if you weren't there?' Steve agreed to add a link on Facebook and promote to patients. Libby confirmed that Care for the Carer's leaflets and the Carers Magazine are in both waiting rooms and on the website. Steve to focus on hospital concession parking as this is very useful for carers to know.

4. Minutes / items from last meeting

No issues arising.

5. Update on Action Plans

Steve circulated a copy of the Action Plan and provided an update on progress:

Actions 1-3 – growing the PPG to create a representative group/audience for feedback on key issues like the new health centre

Action 4: Walking for Health – agreed volunteers to do the walk leader's training for Robertsbridge: Steve, Alison, Jenny, Pam, Martine & Elodie. Martine asked if they needed First Aid training. She has booked on Scouts First Aid course which Steve said is available to all. Cost is £35. 10am to 4pm on a Sunday. Contact Steve for details. Reminder that Battle walk is on Fridays 10am.

6. Update on Meetings Attended

Hastings & Rother PPG Forum – Libby has circulated the minutes from the previous meeting.

East Sussex Hospitals Trust Open Day – Jenny attended ESHT open day where they talked about the improvements they have introduced since being put in special measures. She felt the improvements were very positive and they provided good evidence. ACTION: Jenny to circulate a copy of the report (done and Libby has circulated via email).

7. Update from the practice

Libby provided an update from the practice:

Flu clinics – these were a great success with a high number of patients vaccinated. Libby thanked Sue for giving out leaflets about the PPG in Battle where there was more physical space available. Martine asked about future clinics as some patients couldn't make the clinics. Libby said they can call reception and they will book an appointment with the nurse or Health Care Assistant.

CQC – Libby confirmed that the practice has its CQC follow up inspection call on Wednesday 6th November. It is not a full inspection but rather a see how things are going. Libby thanked the PPG for their involvement at the practice. This is key for CQC to demonstrate patient feedback, involvement and dealing with queries.

Mission statement – the practice has reviewed its Mission Statement and widened its scope to include involvement of the PPG and other community groups. It is now:

Our Mission Statement:

To deliver the highest standard of quality integrated care that meets the needs of the individual and to provide services that help prevent ill health, improve wellbeing and are responsive to the needs of the local community.

We will do this by working in partnership with our Patient Participation Group (PPG), Primary Care Network (PCN) of local GP surgeries, community health & social care colleagues and within the best use of NHS resources.

Libby asked for feedback. None was given at the meeting. ACTION: all to email Libby if they have feedback they wish to give.

National GP Survey and Friends & Family feedback

Libby and the GP partners have reviewed the National GP Surgery results and the Friends & Family feedback for the period January to September 2019. A copy of their summary report was circulated and is attached to the minutes.

Overall the results are very good with 98% of respondents to the National Survey describing their overall experience of their GP practice as good; and an average of 96% of respondents recommending the practice to family & friends. The summary report includes the proposed actions. ACTION: Libby to circulate the summary report with the minutes and all to feedback any comments/other actions to Libby.

8. Finance monthly update

Libby provided a finance update. There has been no further expenditure this month. Balance continues at £942.42 to spend.

9. Events and meetings coming up

Hastings & Rother PPG Forum – this is on 5th November 10-12pm. Libby has circulated the invite via email. Steve and Jenny are both planning to attend.

Reduce emails being sent – following the discussion at the last PPG meeting where attendees flagged that they are receiving too many emails, the CCG have said that this is because the geographical area has widened to include Surrey and West Sussex and this has resulted in more requests for information/patient feedback. All agreed it is important for the PPG to receive these requests and be given the opportunity to feedback/shape new services. ACTION: Libby to flag in the subject field what the email relates to so members can choose to read or delete according to their interests.

10. Vaccinations

The practice are reviewing patient numbers and agreeing dates for clinics. ACTION: Libby to let the PPG know once dates are agreed so they can promote on Facebook, Twitter etc.

11. Defibrillators in Robertsbridge/Battle

Steve confirmed that SECAMB have a national data base. Agreed to identify defibrillators in Robertsbridge and Battle and do a poster to put up in the waiting rooms and around the village/area. ACTION: Martine agreed to do Robertbridge; Libby will do Battle; Steve will ask Gary to tell us when new defibrillators go up in our area.

12. Issues raised by patients

Immunotherapy treatment for cancer – Martine thanked Libby for the information provided with the last minutes. The hospital consultant confirmed the same.

TV screen in Battle – John gave feedback that the TV screen was not on in Battle. ACTION: Libby to check it is put on every day.

Patient feedback – Steve asked about support for patients leaving hospital. He provided feedback on a patient who was passed pillar to post trying to get

support/help after leaving hospital. ACTION: Steve to email the details to Libby to investigate.

13.Date & agenda items for next meeting

The next meeting is: Monday 18th November at 7pm at Battle Health Centre.
ACTION: Libby to do meeting dates for next year. Discussed having day time meetings but all agreed Monday evenings are the best date/time to ensure those working or busy in the day can attend.

14.AOB

None.