

POTTERELLS PATIENT GROUP

Meeting held on 11 June 2019 at the Surgery at 10.30 am

Present	Martin Connolly (Chair), Christine Bewley, Tricia Clough, Lilian Cross, Jan Allan, Nigel Bain, Audrey Sparkes, Maureen Cook, Eric McLaughlin, Lyn Warren, Peter Smith
Apologies	Dr James Ridout Maurice Gammell, Jean Nuckey, Sandy Usher-Smith, Asiya Ali, Pamela Davis
Distribution	All

Item	Details discussed	Action By	By When
	<p><u>Welcome by Chair</u></p> <ul style="list-style-type: none"> - The Chair welcomed group members and extended a warm welcome to Peter Smith - Minutes of Meeting held on 9 April 2019 were approved and discussed 		
	<p><u>Matters arising:</u></p> <ul style="list-style-type: none"> - Tricia's husband would be happy to talk to the group about his experiences, but the group felt he need not do this, but would still like to have his story as part of the ongoing collection of patient stories - The chair discussed a meeting with the GP Partners to be arranged and this is scheduled for 17 July 2019 - Cardiology presentation from the Health and well-being event at Wyllyotts has been requested by Lillian and she will follow up again - Patient Email addresses are still felt so important to assist with effective communication and will continue to be collected. Lilian and Asiya will continue to request these, and mobile phone numbers from patients. It was suggested that the need for these could possibly appear on the focus board. - Additional input required from PPG at Flu clinics 	<p>Tricia</p> <p>Martin, Maurice & Lilian.</p> <p>Lilian</p> <p>Lilian & Asiya</p> <p>All</p>	<p>ongoing</p> <p>July 2019</p> <p>August 2019</p> <p>August 2019</p>
	<p><u>Communication Project Update:</u></p> <p>PPG Focus Board:</p> <ul style="list-style-type: none"> - Topics continue on the focus board and Nigel has photographed the ones displayed so far, following Lyn's suggestion - Chris thanked Nigel for displaying the extensive material she had provided from the Alzheimer's society. Chris had obtained multiple copies of some of their books which are still available in reception at the surgery - Nigel pointed out that the surgery website shows the 	All	ongoing

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	<p>availability of an Alzheimer’s nurse at the practice, but Lilian said this is now not the case and will update List of other members of the group, with month and suggested topics in the table below, although there is flexibility with this. Group members indicated that there is always help with topics if needed.</p> <p>Tricia is due to undertake the July topic, but will liaise with Lilian about other potential NHS topics, including Networking</p> <table border="1" data-bbox="379 613 1069 1048"> <thead> <tr> <th>Month</th> <th>PPG Member</th> <th>Suggested Topic</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>Nigel Bain</td> <td>Diabetes</td> </tr> <tr> <td>May</td> <td>Nigel Bain</td> <td>Alcohol</td> </tr> <tr> <td>June</td> <td>Chris Bewley</td> <td>Alzheimer’s</td> </tr> <tr> <td>July</td> <td>Tricia Clough</td> <td>Arthritis</td> </tr> <tr> <td>August</td> <td>Jean McLaughlin</td> <td>National Immunisations</td> </tr> <tr> <td>September</td> <td>Eric McLaughlin</td> <td>Blood Cancer</td> </tr> <tr> <td>October</td> <td>Pamela Davis</td> <td>Breast Cancer</td> </tr> <tr> <td>November</td> <td>Maurice Gammell</td> <td>Royal British Legion</td> </tr> <tr> <td>December</td> <td>Lyn Warren</td> <td>Flu</td> </tr> </tbody> </table> <p>Directory Project</p> <p>Lyn and Nigel distributed the A5 copies of the leaflet. The group commended Lyn and Nigel for their work in compiling the information, and the formatting of the leaflet to A5. Please would the group let Nigel and Lyn know of any amendments or updates required.</p> <p>Coping with bereavement</p> <p>This has now been authorised by Dr Ridout and has been sent for printing. Funding has been received from local funeral directors Burgesses, and Nethercott, which has been acknowledged in the leaflet.</p> <p>Meeting with Parkfield PPG</p> <p>Martin and Maurice met with members of this group, and Martin has produced a detailed paper from which he highlighted the following</p> <ul style="list-style-type: none"> - Parkfield is a highly proactive and productive PPG - Has been established for more than 20 years - Is well known by and visible to patients - Works well due to support and high level of commitment to the group by practice manager and clinical staff - There is a committee of 10 members, supported by other volunteer members of the PPG 	Month	PPG Member	Suggested Topic	April	Nigel Bain	Diabetes	May	Nigel Bain	Alcohol	June	Chris Bewley	Alzheimer’s	July	Tricia Clough	Arthritis	August	Jean McLaughlin	National Immunisations	September	Eric McLaughlin	Blood Cancer	October	Pamela Davis	Breast Cancer	November	Maurice Gammell	Royal British Legion	December	Lyn Warren	Flu	<p>Lilian</p> <p>Tricia</p> <p>All</p>	<p>August</p> <p>Ongoing</p> <p>Ongoing</p>
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<ul style="list-style-type: none"> - They fundraise by holding, for example, fish and chip suppers, quizzes, and other activities - Money raised is used to purchase equipment or pay for venues for events - Registered as a charity - Volunteers assist patients to check in and to use the blood pressure machine - A room is available where patients can discuss issues with a PPG member - There is a Friends of Parkfield group to which members pay an annual fee of £2, for which they receive a copy of the newsletter, which is distributed by volunteer members - They organise talks and CPR training - They produce pens and other materials with their logo - They post info and updates on social media and in their newsletter - They also organised health and wellbeing events, the next one being on 3rd September, time and venue to be confirmed, and please would members from Potterells PPG attend and report back (Martin to confirm details) - Parkfield Web site was considered very good, so Lilian will review. - Parkfield have new phone system with additional facilities that might be considered. Lilian to review. <p>The Parkfield model was felt to be a good one that we might look to adopt, at least in part. Lilian will look further at the suitability and Martin and Maurice will discuss at the Practice Clinicians meeting</p> <p>Social Media</p> <p>Further discussion on the suitability of Facebook and updating. She will liaise with Lilian and Dr Nicola.</p>	<p>Martin</p> <p>Lilian</p> <p>Lilian</p> <p>Martin/ Maurice</p> <p>Lyn</p>	<p>August</p> <p>August</p> <p>August</p> <p>July</p> <p>August</p>
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<p><u>Practice Update;</u></p> <p>Confidentiality;</p> <ul style="list-style-type: none"> - Confidentiality in the upstairs waiting room has been addressed as Asiya has arranged for music to be played. <p>Networking</p> <ul style="list-style-type: none"> - The process of amalgamation and sharing between practices in the Hatfield area continues. Potterells will be networking with 4 other practices in Hatfield. Lister house Surgery, Burvill House Surgery, Wrafton House Surgery - Dr Stuart is now the Clinical Lead for the Networking Group. - First part of working together will be sharing of pharmacist and social prescriber. - The overall plan is for joined up writing and sharing of services across the network <p>Flu vaccination</p> <p>Lilian will confirm the date when this year's stock will become available. Dates for clinics will be publicised. Eric suggested using the focus board to highlight these and the importance of timely vaccination. Lilian confirmed that each year's vaccine targets a different strain of virus and that the effects of vaccination are not cumulative year on year.</p> <p>Physio assessment at the surgery</p> <p>A physio will attend surgery on Monday afternoons to assess patients, exercises, referral for x ray, or for further physio treatment/assessment. The service has started and can be accessed via reception/appointments. The aim is to provide appointments a week in advance. The emphasis is on assessment rather than treatment.</p> <p>Moorfields consultation</p> <p>This is ongoing, and the centralisation will not affect the outreach clinics such as the one at Potters Bar Community Hospital</p> <p>Carers</p> <p>Jan would like to organise another even in August and asked for PPG members' availability. The date is yet to be confirmed as is dependent on an outside speaker but will be on a Friday at the United Reformed Church, Brookmans Park.</p>	<p>Lilian</p> <p>Jan</p>	<p>August 2019</p>
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	<p>Newsletter Jan has produced a template which now needs information and input from PPG members.</p> <p>The Chair shared the newsletter from Parkfield and suggested the Potterells one should follow this format, with the aims of the PPG shown in a clear and succinct way.</p> <p>Topics suggested for inclusion include:</p> <p>Photos and details of the health walks</p> <p>Blood pressure machine, location and use. Tricia pointed out that the time needs to be updated on the printout. Lilian will ask nursing staff to do this</p> <p>Access to My Care Record</p> <p>Flu clinic dates</p> <p>Focus board photos</p> <p>Communication issues, patient e mails, confidentiality and Data Protection</p> <p>Directory</p> <p>Bereavement leaflet</p> <p>Carers' Events</p> <p>Patient Survey/ PPG involvement Lilian to liaise with Asyia and then Martin</p>		
	<p><u>Any Other Business;</u> - None</p>		
	<p><u>Close of meeting;</u> - The Chair thanked those who had attended, and the meeting closed at 12.30</p>		
	<p><u>Dates of 2019 meetings, to be held at 10.30am;</u> - August 6th - October 8th - December 10th</p>		