



EASTHAM GROUP PRACTICE

PATIENTS PARTICIPATION GROUP MEETING

Date - Minutes

1. **Present** – Alison Jones, Mike Taylor, Roger Green, Brenda Williams, Joan Wilkes, Susan Cooper, Paul Engle, Rachel Stott
2. **Apologies for Absence** - Phil Haselgrove, Chris Haselgrove, Alec Wood, Tracey Fisher
3. **Minutes of Meeting of 7th January 2019** – accepted as being a true record.
4. **Matters Arising** –
 - 4.1. The Group were saddened to hear of the news that Phil Haselgrove had passed away following his recent illness and expressed our deepest condolences to Chris. Phil was a valued member of the PPG and he will be greatly missed.
 - 4.2. The proposed phlebotomy changes that were hoped to go live in February have been rejected by Wirral CCG, the Community Trust will stop providing a phlebotomy service from the end of July.
This has led to the need to develop a new phlebotomy model for the Practice, hopefully in conjunction with our neighbouring Practices. To this end, a cross-practice meeting has been arranged for the 19th February in order to explore the options to provide the service which is required between 08:00 – 18:00, Monday – Friday.
Part of this will involve a survey to ascertain patient preferences, regarding questions such as locations (own Practice site/Another Practice/Other location), or appointment type (bookable vs walk-up)
It was suggested that this survey should be put on the website for all 4 Practices, and also ask patients for their comments as they attend the various surgeries.
 - 4.3. The Reserved parking spaces have been repainted as an historical requirement. Rachel has confirmed to the landlord that there is no current requirement for any car park reservations, and so the marking can be ignored (and will not be repainted in future)
5. **Practice update**
 - 5.1. Dr Morgan has advised that he will be leaving the Practice for personal reasons from 9th May
 - 5.2. Although the Practice currently has 8 partners, with the ongoing changes this will soon reduce to 6. Current salaried GPs are to be offered the opportunity to become partners to bring the number back to 8 with a view to recruiting salaried GPs to fill the vacancies therefore created.
 - 5.3. The Practice is currently advertising for 2 Nurse Practitioners
 - 5.4. The Reception team now have people trained in medical signposting, to help ensure patients use the most appropriate channel.
 - 5.5. The SMS appointment reminder system has been down but should be working again within the next couple of weeks as a new provider has been engaged.
It will still be used purely for “normal” appointments, although the feasibility of using it to include phlebotomy appointments (to reduce the number of DNAs) will be investigated during the development of the new phlebotomy model (para 4.2 above)

6. New Practice Documentation

6.1. There is no new Practice documentation this month.

7. AOB

7.1. Carer Day (March 10th)

Following contact via the website from Steve Evans of Spital PPG (see Appendix 1) , a planning meeting was attended by Alison, provided with some background information from Dr Bush (Appendix 2).

The day will have a similar format to the one run at Eastham before Christmas, with emphasis on this occasion towards elderly carers.

It is envisaged that other demographics will be targeted in subsequent events.

7.2. Dr Bush's note also covered the attempts made by the Practice to improve the identification of carers, particularly at the younger age groups.

Currently, no young carers have been identified within the Practice or in local schools – it is believed that this could be due to either failure to recognise themselves as carers, or the fear of the consequences (e.g. Social Services getting involved, possibility of being put into care)

Working in conjunction with CAMS (Children & Adult Mental Health Scheme), the Practice is starting a programme of linking up with local schools to aid self-identification of carers, and hence provide the support that they need, in order to maintain their own health & well-being.

It was suggested that we also use the Newsletter to aid self-identification.

7.3. The figures in Dr Bush's note "More than 80% of carers have seen their GP in the last 6 months" and "It is estimated that 11% of our patients are carers yet currently we have only identified 4.4 %" were queried with regards to the basis.

Rachel advised that she believed the figures came from NHS England and not necessarily specific to the Practice.

7.4. Meeting concluded 19:10

Date of next Meeting – Monday 4th March 2019

Appendix 1 : Carer Day Plan

 **Eastham Group Practice** <noreply@gpmailer.co.uk>
to egp.ppg ▾

7 Jan 2019, 18:20 ☆ ↶ ⋮

Name	Steve Evans
Last	Spital Surgery PPG
Email	stephenevans03@hotmail.co.uk
Telephone Number	07939813177
Subject	Carer Day Plans
Message	<p>I am the Chairman of Spital Surgery PPG. I am contacting you over the Carer Day planned for 10th March. Your surgery Practice manager knows all about it. We as a PPG in conjunction with our surgery, Allport Surgery and Bromborough - The Orchard, with you, Eastham, are running this day as a joint project. Or that is the plan. So, all four surgeries and PPG's combined.</p> <p>We will host this in Holy Trinity Church in Spital to start off with. Then the aim is to attempt to have another one every 3 months at an alternate venue.</p> <p>We propose we all meet, on Monday 21st or Thursday 24th January 2019 at Charlotte House Nursing Home off Church Road, Bebington, at 7pm to discuss the plans and have everyone input their ideas and who we should invite to the day and finalise a format. We have a list of actions we are already putting in place to facilitate this event and have a list of potential organisations we plan to invite who will provide stands on the day.</p> <p>Can a representative of your PPG or surgery admin staff attend please and let us know which date you would prefer. A chairperson and one or two other members would be a good number to attend, maybe with your practice manager. We plan to have at least 4 of our members present. The 21st is our preferred date at this moment.</p> <p>Can you reply to me by email on: stephenevans03@hotmail.co.uk or telephone/text me on 07939 813177?</p> <p>I look forward to a response, thank you in advance.</p>
Do you agree to be contacted regarding this matter?	Yes, I agree that you may contact me regarding this matter
Please note this form will be sent directly to members of our Patient Participation Group and should not contain any personal or medical information	Please contact us asap, as time is now at a premium.
Text	Looking forward to hearing from you. Kind regards, Steve.

Appendix 2: Carers



BUSH, Karalie (EASTHAM GROUP PRACTICE)

Mon, 21
Jan,
14:10

to Alec, Alison, Mike, Tracey, Paul, Brenda, Joan, Phil, Roger, Rachel

Dear All

Prior to the carers meeting planned this week I thought I would share with you why we have been actively trying to improve our identification of our carers

A carer is someone who, without payment, provides support to a partner, child, relative, friend or neighbour who could not manage without their help. This could be due to age, physical or mental illness, addiction or disability (RCGP, The Princess Royal Trust for Carers, 2008).

Carers have increased all-cause mortality.

Of carers caring for more than 50 hours a week:

- 1 in 3 report depression
- 1 in 2 report disturbed sleep
- 1 in 4 report back pain and other strains
- 40% have significant stress levels
- 3 in every 4 are worse off financially as a result of caring
- 65% have to give up work because of their caring role
- 44% of carers suffer verbal or emotional abuse; 28% endure physical aggression or violence from the person they care for.
- Providing high levels of care is associated with a 23% higher risk of stroke⁸.

Possible reasons include:

- Being unable to leave the home for appointments
- Fear of no longer being allowed to care
- Inability to undergo treatment due to caring responsibilities
- Focusing on the health needs of the person they are caring for

Why is it important for us to support carers?

If the carer's health deteriorates to crisis point, the care situation can collapse. This may result in unnecessary hospital admission for the person being cared for, or emergency placement into residential care.

Both of these results are distressing for the carer and the person being cared for. It is also expensive and time-consuming for the health and social services.

Being aware of carers and the issues that they face:

- Improves access to primary health care so that carers can look after their own health
- Helps those working in primary care to identify the problems that individual carers face so that support can be put in place before the situation deteriorates to crisis point

More than 80% of carers have seen their GP in the past six months.

We have had a carers protocol in place for a number of years yet we still struggle to identify as many as we would like especially our young carers .

It is estimated that 11% of our patients are carers yet currently we have only identified 4.4 %

I was wondering at your next survey whether an identification of carers could be a priority

Kind regards Karalie