**Ball Tree Surgery**

**Patient Participation Group**

**Minutes of meeting – 30th April 2019**

Thank you for coming to the meeting and contributing in such a lively way. Your enthusiasm was really heartening, and I can see we have the potential to build a strong partnership between yourselves and the practice.

Attendees

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| Gwendoline COLE | Kingfisher |
| Margaret SHERRIFF | Kingfisher |
| Margaret GREEN | Kingfisher |
| Michael WILKINSON | Ball Tree |
| Anne GODLEY | Ball Tree |
| Wendy LEWIS | Ball Tree |
| Gloria EVELEIGH | Ball Tree |
| Dr Shona Schofield | GP Partner |
| Dr Shuaib Chowdhury | GP Partner |
| Maria Howells | Practice Manager |
| Lucy Harwood | Reception Manager |
| Gerard Cronin | Business Manager |

**Discussed:**

* Welcome feedback as to the waiting room organisation, Children’s area, notice boards and patient information presentation - changes will be made.
* Books in waiting room. Gwen and Wendy may look at this for Ball Tree, Gloria offered copies of her books, thank you.
* The current structure of the local health services, our surgery and their governance. ( see below )
* Constraints on the service we provide including lack of physical space and split over 2 sites, national shortage of doctors and needing to diversify staff, growing workload, time constraints. Still have ambition to build on the service and care we provide, with continuity where needed and feedback and suggestions welcomed
* The new members to the team, Advanced Nurse Practitioners supporting housebound people and inhouse Pharmacists, who review medication
* Social prescribers and holistic approach to healthcare (thank you to Lancing Parish Council and Sompting Parish Council for contributing to funding this project)
* The work of the Kingfisher PPG in fundraising – thank you
* The coming together of the surgeries and now one PPG is needed with diverse roles see below
* Ideas for areas of work the PPG could support the practice with see below
* Ideas for engaging people in PPG – including stall at local events
* We will ask our pharmacist to liaise with the local community pharmacies to try to avoid duplication of work and medication reviews.

**From the meeting ideas:**

**Decisions:**

* For the PPG we need Terms of Reference, overall Chair and to plan a strategy of what to be achieved including the variety of arms (clear direction and objectives).
* Gwen, Margaret S and Margaret G will continue to lead with the fundraising arm of the PPG and Wendy Lewis will join them bringing together Kingfisher and Ball Tree sites needs
* Michael has experience being an expert patient and will bring this expertise to the group. We hope in time he will look to being Champion informing staff, the surgery and services as well as looking at patient information and support.
* Everyone is happy to share contact details, phone, address and email where available.
* The next meeting will be in 1 month with an agenda looking at formalising the structure and strategy for the PPG. Nominating a chairperson, treasurer and secretary to manage the list of members – information consent and take minutes.
* We will keep the initial formation small with a view to “recruiting” to different projects
* Plan to discuss how best to engage a representative group of people
* Lucy Harwood (reception manager) will be the point of contact for coordinating the PPG along with Gerard, Maria and Shona. We aim to support the development of our partnership together.

**PPGs can play a number of roles**, including:

* Advising the practice on the patient perspective
* Organising health promotion events
* Communicating with the wider patient body
* Running volunteer services and support groups to meet local needs
* Carrying out research into the views of those who use the practice (and their carers)
* Influencing the practice or the wider NHS to improve commissioning
* Fundraising to improve the services provided by the practice
* Informing services - liaison at times of change and development , long term practice vision
* Expert Patients/Champions – informing areas of services and signposting people with similar conditions
* Engagement of members, seeking opinions, surveys of patients and carers
* Communications ,notice boards, possible newsletter or page on website, reviewing our web information
* Health promotion events - education on hot topics, loneliness, social events

**Overview of practice and local changes–**

Kingfisher and Ball Tree surgery merged 18 months ago and while we are limited for space and have to work around the logistics of split sites, our ambition is to improve care within the restrictions we have.

We are keen to work with the national agenda to improve personalised and care and continuity for those that need it.

We have improved use of the limited resources using IT and diversifying our team and we now have a pharmacist and social prescriber.

Our in-house pharmacists Sarah and Layla will be able to answer some of the queries that may have come to the GP in the past. They may call you or ask to see you to review your medications. We ask them to do checks on the practice prescribing and ensure out policies are up to date and safe.

Emma is our local “social prescriber” her role is to support people with problems that may be affecting their health and wellbeing including housing, finance, loneliness and isolation. She works with a scheme named ‘Going Local’.

We have been working with our locality **ADUR** (containing 6 practices from across Shoreham, Southwick, Lancing and Sompting) looking at how we work.

The **ADUR LCN** **(local community network)** is a collaboration of many agencies all looking to improve the care and quality of life of those in our community, focussing on health and wellbeing. It has based its focus on areas of need that have been highlighted from looking at public health data. These include young people’s mental health, frailty and loneliness in the older population, healthy lifestyle and social needs of the working age population.

The Network includes:

GP practices, West Sussex County Council, Adur and Worthing District Council, the foundation trust for community care including district nursing and proactive care( Sussex Community Foundation trust, SCFT), the Mental Health Trust (Sussex Mental Health Trust, SMHT) and voluntary sector organisations.

As part of the new GP contract from NHSE( NHS England) we are now forming **Lancing and Sompting PCN ( primary care network)**

This is a collaborative project between the 3 local practices (Ball Tree, New Pond Row and Orchard). Primary Care networks will build on the core of current primary care services and enable greater provision of proactive, personalised, co-ordinated and more integrated health and social care.

To begin with the GP contract is guiding us in what we can do. We will initially look at increasing the social prescribing capacity and employing another pharmacist to support our GP teams. Next year we may be able to employ in-house physiotherapists.

Over time as we work together there may be more we can do to improve the care available in our community as we extend our reach to older vulnerable people and those in nursing homes.

Already you may have noticed us offering appointments at our local hub (GP access hub). These are our appointments provided later in the day (till 8pm Monday – Friday) to allow better access for on the day new problems. They take place at the New Pond Row surgery site.

Also mentioned the next Coastal wide PPG event will take place on **Monday 1 July** from 2 – 4pm at the CCG offices – 1 The Causeway, Durrington-on-Sea, West Sussex, BN12 6BT.

Although the agenda has not been finalised it aims to include:

* an overall update on the CCG and how it is working in partnership with other local commissioning groups;
* how PPGs can network at scale – preparing for the Sussex wide PPG event planned for the Autumn;
* update on Primary Care Networks;
* update on the 111 and urgent care programme;
* Information about the Community Ambassador programme.

Spaces are limited so [**book your place using the online form**](https://www.coastalwestsussexccg.nhs.uk/ppg-events). (ctrl+ left click your mouse on the underlined link)

**PPG Awareness Week is week commencing 10th June 2019**

If there are people you know who would be enthusiastic to support the surgery and their community, who would work well with the group, then please invite them and let us know.

**Resources available**:

NAPP- National Association of Patient Participation www.napp.org.uk

National voices [www.nationalvoices.org.uk](http://www.nationalvoices.org.uk)

[www.brightonandhoveccg.nhs.uk/get-involved/patient-participation-groups-ppgs](http://www.brightonandhoveccg.nhs.uk/get-involved/patient-participation-groups-ppgs)

Community works charity support– currently working locally with SBL-Sompting Big Local

Date of next meeting Tuesday 28th May 6.30pm