**Quantock Medical Centre**

**Minutes of the Patient Participation Group Meeting on 29 July 2014**

**Present:**

Helen Stacey (Practice Manager), Bertie Shire, Bruce Roper, Molly Thompson, Janet Russ, Kate Hope, Margaret Harlow.

**Apologies:**

Ian & Diane Farris, Eric Coates, Louise Darwent, Kathy Peckham

**Corrections from the minutes of the last meeting:**

*Mostly name spellings of member’s correct versions as above*

**Feedback from Clinical Commission Group Meeting (attended by Bruce Roper)**

The main topic discussed was the Independent Living Team (ILT). This team involves bringing together all social and health occupational therapy and physiotherapy, a lot of highly paid people in the team. The Team look at all requirements of individuals referred to them and decide which members of team will deal with it. Key issues for people seem to be about loneliness and then solutions such as acquiring a dog for that person to look after! Other key issues that don’t seem to be being looked at in the community but there is an incredibly high spend are situations where teenagers leave home due to family circumstances, put into their own flat, huge amount of resources spent on them then they return home again. Only 6 PPG members at the meeting, Eileen Tipper and David Tipper were there.

Waiting list for talking therapies is now over 5 months for an appointment which does not seem acceptable.

Feedback on the poor service from District Nurse Team, they appear to be running about and yet not able to spend any time with the patient or actually help when they are with the patient due to equipment failures and wrong equipment and dressings. There is no continuity of staff. And key to this is that continuity is a key issue in healing.

Bruce was able to ask some awkward questions on behalf of the Patient Group.

**Update form the Surgery**

Helen updated the group that the Medical Centre is now providing NHS Health Checks at Surgery via the nursing staff at East Quay Medical Centre. Basically patients from 40 – 70 years with no other known health issues will be invited to book a health check appointment.

**Feedback from Carers Event**

Lots positive feedback, very relaxed atmosphere, lots of stalls and a good attendance and socially very good good.

**Comments back to the Surgery**

Complaints about the waiting should have more GPs *(not a great deal we can do about this, usually if someone is more complicated and needs more GP time, we can publicise if patients have more complicated issues they could book up a longer time with the doctor in advance also may be a notice / wipe board to tell patients if delayed))*

TV in Cranleigh gardens, screen call people, *(not felt to be a good idea),* Coming out and calling patients individually is welcomed, breaks down barriers between Doctor.

After surgery care is always good from doctors, caring and positive attitude makes big difference in care

**Future of the Medical Centre**

What happens in future, concern about the long term survival of the Practice and succession planning? Alternatives for Salaried GP. The PPG would like to invite the Doctors to a meeting to discuss the future of the Medical Centre.

**The Care Triangle**

This was discussed briefly: Idea in Somerset that there is a care triangle and basically if someone is ill that patient’s doctor would be allowed to discuss with someone else involved in their care/ relative what is happening.

There was also a discussion about the Somerset Partnership Trust and that anyone could be a member and be able to vote on issues.

**CAB**

Initiative, Louise Russ works for the CAB training volunteers, offering large Medical Centres a volunteer to come in to help with patients and advice. The CAB is present in the village on every Tuesday AM.

There was some discussion about concerns that using this CAB service in their village might cause stigma and that alternative venues would also be helpful.

**Hospital Feedback**

***Musgrove hospital feedback***

* New Jubilee Building is now open (vascular, orthopaedics specialties), beds in separate rooms all ensuite facilities, well-staffed good care, no nurse station, smart reservations, M & S food hall. General communication was awful, hard to find out what was going on and where, when it was going to happen.
* Big delays in secretarial services and letters out to Medical Centres following clinic attendances and appointments and discharges. Admin improvements are much needed
* Parking at MPH is easy but expensive.

***Exeter hospital***

* Parking awful

**Reconnect, support to remain independent, rethink mental illness**

Free training and skills for carers, very good course, first aid drugs, falls prevention, first aid, coping with difficult behaviour etc.

E learning course for unpaid carers log in to details <http://tinyurl.com/q3hv63s>

**Immunisation Campaigns at the Medical Centre**

Shingles campaign was about to start in September for 70 and 79 year olds. Kate mentioned that some countries have been doing further studies on this vaccine and have now banned it, however our Government is continuing. Kate advised caution and to read all relevant literature.

**Life Support Training for the Village**

Helen confirmed that this was all booked for Sat 20th September at the Church Centre at 10 am. Posters were distributed and articles in the Quantock Messenger.

**Date of Next Meeting**

Tuesday 30th September 10.30 am Church Centre