

QUANTOCK MEDICAL CENTRE PATIENT PARTICIPATION GROUP

MINUTES OF MEETING HELD AT NETHER STOWEY LIBRARY Wednesday 8th September 2016

PRESENT

Helen Stacey (Practice Manager), Bruce Roper, Janet Russ, Terry Binding, Maggie Harlow, Alison Hoare (village Agent), Kate Hope.

APOLOGIES

Apologies were received from Pam Henry, Diane Faris, Ian Faris, Louise Darwent, and Bertie Shire.

MINUTES OF PREVIOUS MEETING (June 2016)

Read and accepted.

MATTERS ARISING

Herb garden is growing well, waiting for leaflet on herbs and how to use them from a specialist. Thanks to Ken Modley for creating wooden sign – looks really good. Once the leaflet is produced we will be able to advertise the garden widely.

FEEDBACK FROM QUANTOCK MEDICAL CENTRE

Discussion regarding recent changes at the surgery, everyone is now aware that Dr Matthews is retiring on Wed 28th September and that Dr Spicer will also be leaving the Practice to take up a Partnership in Hemyock (closer to home). Dr Hans-Hermann Benischke will be covering 3 full days a week and Dr Didi Klein will start in October one afternoon a week until she is able to join as full time Partner on 1st January 2017. This is very positive for the practice to have a full time female partner and will bring stability and continuity to the Practice. Some patient feedback already from a recent locum session by Dr Klein was very positive. Patient group discussed concerns of how Dr Klein will manage living in the village where she is working. This was already discussed before she agreed to take on the partnership and she has extensive experience of this when she worked in Australia and New Zealand as a single handed GP for the community she lived in.

Flu Clinics will be starting in October, a reminder to the group who was eligible and posters and leaflets were distributed for the group to advertise in local shops.

FRIENDS & FAMILY TEST (FFT) FEEDBACK

Helen asked the group to read and discuss the August FFT feedback, in particular the reasons why the Practice issues one month's script only. The group agreed that this was useful information and should be shared with the local parish magazines, Helen to write an article for inclusion in the next additions.

FEEDBACK FROM CLINICAL OPERATIONS GROUP (COG)

Helen explained that the same issues were being discussed, that the current preference is for practices to merge and provide services for a much bigger population and that there is little support for small rural practices. The Practice is still viable and whilst it is able to provide GP care it will continue, there is no real incentive to merge or be taken over by another practice when things are working well and the practice is able to offer a good service for its Patients.

PPG CHAIRS

Helen asked if anyone in the group would like to attend the PPG Chairs meetings quarterly on behalf of the Quantock Medical Centre to represent the views of our area and patients, please contact Helen for future dates.

FEEDBACK FROM THE PATIENT GROUP

There was a question about on line access, and how patients without technology can access their records also. On Line access is available for patients to order repeat medication, and book appointments and see some aspects of their medical records including letters and results. If anyone is interested they need to contact the surgery and complete a registration form to obtain a unique password.

Any patient without technology can ask to see their medical records and the Practice Manager can arrange this manually.

ALISON HOARE VILLAGE AGENT

Alison attended the group to explain about her role. This role funded mostly through the lottery until 2018 and covers a number of villages. The aim of the village agent project is to reduce isolation and help to excluded and vulnerable people across rural areas in Somerset, particularly older people, with services that can support them. The Village Agents are available to help people find their way through systems and processes a bit like CAB, help complete benefits forms, help find out what else people are entitled to, help solve problems, be a listening ear etc. Contact details

Alison Hoare Village Agent Tel: 01823 331222 Mobile: 07798 703321

Email: alison@somersetccc.org.uk

If you are aware of anyone that may need some help please do contact Alison.

ANY OTHER BUSINESS

There was recently a workshop on loneliness and isolation which Alison attended, there were some interesting facts including:

Lonely people are:

7x more likely to be dissatisfied with their lives

Twice as likely to be anxious

People with a high degree of loneliness are twice as likely to develop Alzheimer's as people with a low degree of loneliness.

Being lonely increases your risk of dying as much as smoking 15 cigarettes a day

Social relationships and mortality risk: a meta-analytic review. Holt-Lunstad J, Smith TB, Layton JB.

*PLoS Med*2010;7(7)

There is always a concern about rural isolation and people feeling lonely. Janet mentioned that she has made an effort to visit new people to the village and give them a copy of the Quantock Messenger so they know what is happening in the area. The Practice have produced a leaflet for patients and to go in to new patient packs, on what groups are available in the area to join, to try to encourage people to join in and reduce feelings of isolation. This leaflet will be expanded on to include other groups, if anyone has any other suggestions for the leaflet please contact Helen.

Alison agreed to pass on the information from the workshops to Helen. The Group will discuss this issue further at the next meeting.

The Stowey Shuttle was discussed this is a new village transport system due to start on 1st October. This will be advertised widely and trips will be under the remit of Health and well-being (which will encompass most trips inc shopping) People will have to register with the scheme (no cost), and will need to contact a coordinator giving at least 48 hours notice. The cost will be approx. 50 pence per mile with concessions to those with a bus pass. This will be a vital service for the community.

NEXT MEETING

Wednesday 7 December 2016, 10.30 am at Nether Stowey Library

REMINDER To the group to spread the work and try to get other people to come along and listen/ talk/ join the group