**QUANTOCK MEDICAL CENTRE PATIENT PARTICIPATION GROUP**

# MINUTES OF MEETING HELD AT NETHER STOWEY LIBRARY

# Wednesday 13th February 2019

## PRESENT

Diane Faris (Chair), Helen Stacey (Practice Manager), Kate Lyness, Bruce Roper, Terry Binding, Maggie Harlow, John Friend, Sally Friend, Sue Sidery, Ian Faris (Minutes)

**APOLOGIES**

Elizabeth Woolcock, Kate Hope, Mary Reece

## MINUTES OF PREVIOUS MEETING (September 2018)

Taken as read and accepted.

## MATTERS ARISING

None.

## SUB-GROUP FEEDBACKS

## Health Walks

12 attended yesterday’s walk. 2-boot walks seem to be favourite. A couple prefer the 1-boot walks but don’t always attend so these may be discontinued. A couple of attendees have shown considerable health improvements since they started. Richard Ince and Lynn Abbott have been running the 2-boot walks with Elizabeth.

## Singing Groups

Singing group numbers dropped off for the last meet but numbers generally vary between 8-15. Songs range from the WW2 period to musicals and seem to be proving effective. Mike has dropped out but Sarah is continuing. The problem with the loft is its quite cold and damp and does cause problems for some. Maggie suggested using the library as an alternative venue.

## Gardening group

Things are being put in place to progress this year. A need for fence posts was discussed but funding has been secured for filling the beds. Bruce alerted the group to the stash of leaf mould behind the surgery.

## Arts and Crafts

Malcolm from the Wembdon Art Group attended the January meeting with examples of their work but not many others were there. He returned, along with some other members of the Wembdon group, for the February meeting which was also attended by Sue Webber who demonstrated pencil-work. She had put details of the meeting on Facebook and this also helped to swell the numbers. John Friend will attend the next meeting which, by popular request, will run from 2pm to 4pm rather than 1pm to 3pm as has been the case till now.

## UPDATE FROM QUANTOCK MEDICAL CENTRE

The agenda included an item headed “Have your say about our Quality Priorities for 2019-20”. Taunton & Somerset Partnership NHS Foundation Trusts have put together a list, considered from national programmes of patient & carer feedback, patient surveys and other sources, of potentially key issues where it is thought improved quality would make most difference to patients. Our list includes:-

1. discharge summaries
2. sepsis recognition and treatment
3. leadership in responding to patient safety incidents
4. pressure ulcer prevention
5. STEP plans
6. getting it right first time
7. triangle of care
8. co-design/user involvement
9. equality, diversity and inclusion
10. parity of esteem
11. learning from incidents, complaints and mortality

The item included e-mail and on-line survey addresses for appropriate responses which should be submitted by Friday 15th February.

Both doctors are using up annual leave before March so locums will be more obvious during the next few weeks. Also, at the end of November, they will both attend a training week in Taunton during which time 1 locum will cover for emergencies only. In general, attempts will be made to ascertain the reason for requests for appointments in order to identify possible alternatives to attendance at the surgery. Future funding seems to be aimed at areas which won’t necessarily reflect in direct improvements to service via the surgery e.g. video/telephone services. Helen explained how, over the years, funding withdrawels and admin./control changes have meant that many services which had once been provided directly by the surgery have now been dispersed elsewhere e.g. district nurses. There is talk of further change but it’s not at all clear whether any such changes will be meaningful or to our advantage.

Bruce asked if the “start/stop” policy was being applied at the surgery. Helen explained that the doctors applied this principle through their regular revues as a matter of course and explained how the review system worked.

Bruce explained that Nether Stowey is regarded by Sedgemoor as a Tier 2 location (because the village is regarded as a local hub) but as, he felt, we don’t currently meet some of the requirements for this we could be in danger of being downgraded to Tier 3 status which would reduce our funding still further.

## DNA

Helen read out the list of missed doctor/nurse appointments for the last few months and the cost that represented to the surgery. John suggested that the prescription of medication could be withdrawn until review appointments have been kept.

## DEATH CAFÉ

The agenda included a suggested format. Maggie related how a sort of café/meeting run by a surgery in Rutland has proved very popular and successful. It helped people prepare for the worst and deal with bereavement. Terry said that she had floated the idea at her local W.I. and it did not go down well, obviously not being regarded as suitable evening entertainment. Nevertheless the group decided to go ahead on three evenings in April/May. Each café/meeting will be led separately by:-

1. a doctor discussing how we view death (our own and of others) and what is bereavement and how we cope with it
2. an undertaker discussing what needs to be done practically when death occurs, what we want to happen, what others might have to do and what options are available for funeral services (religious or non-religious), burial or cremation
3. a solicitor discussing the legal dimension regarding preparations for our own death, communication with others, making a will and expression of wishes and power of attorney

Maggie and Sally will check availability of the library.

## ANY OTHER BUSINESS

Between 1030-1200 there will be a coffee morning at the surgery to help raise money for multiple sclerosis. There will be another in April to help raise money for the walking festival.

At John’s instigatin there was some discussion as to whether and how we could tackle loneliness in the village.

## NEXT MEETING

Wednesday 1st May in the library.

Additional meetings (e.g. singing group, art group, walking group, gardening group) as required.