

## **ASPLANDS PATIENT PARTICIPATION GROUP**

### **MINUTES OF MEETING 30<sup>th</sup> May 2019**

PRESENT – Graham Young, Jennifer Boon, Chris Batten (Love Woburn Sands), Nicky Hall

APOLOGIES: - Lesley Bell, Lin Vorley.

MINUTES OF THE LAST MEETING 22<sup>nd</sup> January 2019 - approved

#### **PATIENT GROUP FEEDBACK-**

Lin's emailed comments were read and discussed.

My comments as I observe "things" locally and for Helping Hands in AG. We now have 2 well established tea groups for our clients who ask for our assistance. We plan to take a group to Stevington Gardens in the Summer, subsidised by HH AG. We have provided 2 key safes where our clients have asked us to assist in applying for a panic button, worn on their wrist or neck.

This has been a saving to the client of up to £60 funded by HHAG. We purchase the key safe and a volunteer installs it:

#### **HHWS.**

Their first year now completed, continuing to grow and get more requests for visits,

Woburn, WS & AG would like more volunteers and with the help of WS who printed a batch of flyers The chemist in the high street is putting them into prescriptions. I have requested a number of times that Asplands Dispensary put them into prescriptions but I have found them sat on the dispensary counter. Can they please insert them into Woburn, WS & AS patient meds? That's the only way we can get to the needy in the community we serve! – Nicky will chase with Dispensary

One of our patients feels extremely "let down". As they don't know where to turn, neither do I, for extra care in their home. I know there is patient confidentiality here but feel that sometimes this blocks lines of communication and the right support is not getting to those that need it. In this case, yet again, we are likely to lose the Carer before the patient! I am saddened as we help out a lot with this client. – Discussion regarding Louise New the Social Prescriber. Patients can be referred to her to get some community based support. Difficult, without more specifics to understand where patient is being let down. There is still a lot of confusion caused by the Beds / Bucks divide and where patients should be referred to eg on

discharge from hospital for out of hospital care. Good starting point is 111 but referring hospitals should be aware of the pathways.

#### SURGERY MATTERS-

PCN- Surgeries around the country are being strongly advised to work in small clusters called Primary Care Networks. As a PCN we will then be able to gain money from NHS England to employ a social prescriber and a clinical pharmacist will be shared across all of the patients belonging to that network of practices. It looks likely that we will be working with Flitwick, Cranfield and Marston and Oliver Street (Amphill)

Staff – not many changes in staff recently. With Emma deciding not to return following her sabbatical there is an office position currently being advertised.

S106 – we are investigating ways of obtaining s106 monies attached to the NAMPAK site with a view to making the surgery more accessible for people with disabilities and to enable more groups focussed on particular health needs. Chris has kindly offered the Methodist Church as a venue for group sessions too.

Dementia – this is a current health focus and the surgery was closed for a half day training for all staff to gain a better understanding of how we can develop the healthcare provision.

BEDFORDSHIRE CCG- not much currently happening. CCG are working to support practices develop their PCNs

SOCIAL PRESCRIBING- Louise has been an incredible support to signposting patients to community based groups. She has been attending the Thursday morning coffee sessions and encouraging patients to go by being there herself.

NEWSLETTER- Jennifer showed the proposed newsletter which was a synopsis of the other provisions available in the surgery for our patients and how to access them. There has been some problem with getting the newsletter into Christian News and very little feedback regarding past newsletters with a lot of work put in to create them. After discussion it was decided that the proposed newsletter would be a good information source with a paragraph at the top that changed depending on the season. This paragraph could then be emailed to Christian News and would be a better size for their publication.

LOCALITY PATIENT GROUP- Graham – nothing to report

Love Woburn Sands: Chris was welcomed. Community Taxi is a great success but more volunteer drivers are needed. 75% of uptake is for some form of health need and they would like to see more social use. They are happy to collect small groups. The taxi takes up to 5 passengers with room to put a wheelchair.

AOB. - none

DATE OF NEXT MEETING – Tuesday 10<sup>th</sup> September 2pm