

Churchmere Medical Group Patient Group

Meeting

Date: 13 July 2022

Venue: Senior Citizens Club, Pearl Yard, Whitchurch

Present:

Practice Representative: Elaine Ashley (EA), Data & Quality Assurance Manager; Jemma New (JN), Community & Care Co-ordinator

Whitchurch: Dorothy Wright (DW), Christine Crowther (CC), Gerald Dakin (GD), Peter James (PJ), Terrie Hewitt (TH), Janet Howarth (JH), Sarah Smith (SS), Peggy Mullock (PM), David Cooper (DC),

Ellesmere: Tessa Lanstein (TL), Mary Goulbourne (MG), Clive Taylor (CT), Jane Quinn (JQ),

Apologies: Isobel Jones (IJ), Roberta Davies (RD), Pauline Speake (PS), Fay Barrow (FB), Ann Eleazer (AE), Ann Wignall (AW), Julia Reid (JR), Amanda Tomkins (AT), Carole D'Amassa (CD)

Visitors: Sara Lanyon (SL), Community Development Officer, Qube

1 Welcome (meeting opened at 1800 hrs)

The meeting was opened by EA on behalf of the Chair who was delayed by traffic and round table introductions made

We are pleased to welcome members from Ellesmere as this adds balance to the group.

2. Terms of Reference

Discussion continued from previous meeting when we discussed increasing the membership from 17 members to 21 members. This figure was chosen as 1:1000 patient representation and this was agreed.

JQ asked what the current ratio of patients is across the practice and EA confirmed that this was approximately 7,500 Ellesmere and 13,300 in Whitchurch.

Meetings will be held alternately in Whitchurch and Ellesmere and all agreed that 1800 hours was a good time.

EA will forward ToR to all members.

EA reiterated the code of conduct which will be detailed on every agenda.

List of members:

Whitchurch Representatives	Ellesmere Representatives
Peggy Mullock (PM) <u>Chair</u> Dorothy Wright (DW) Christine Crowther (CC) Gerald Dakin (GD) Janet Howarth (JH) Roberta Davies (RD) Pauline Speake (PS) Fay Barrow (FB) David Cooper (DC) Terrie Hewitt (TH) Ann Eleazar (AE) Sarah Smith (SS) Peter James (PJ)	Mary Goulbourne (MG) <u>Vice Chair</u> Clive Taylor (CT) Ann Wignall (AW) Tessa Lanstein (TL) Jane Quinn (JQ) Julia Reid (JR) Amanda Tomkins (AT) Carole D’Amassa (CD)

3. Appointment of Officers

The Chair opened a discussion:

Vice Chair – Mary Goulbourne (MG), proposed TL and seconded by JQ

Treasurer – no nominations.

Secretary – EA will work with Chair to prepare agenda, send out minutes etc

Role of Treasurer discussed – we currently have an account in the name of Whitchurch Patient Group which holds the sum of £586.88 (-£20 room hire fee for this evening). The account is held with Barclays. The Chair has already started looking at changing the account name and signatories as our previous treasurer is not able to continue with the new PPG. The Chair asked that everyone have a think about this and contact her if interested in the role.

4. Presentation on Social Prescribing

Sara Lanyon (SL), Community Development Officer from Qube gave an overview of her role within the community. Qube is an established charity providing art, wellbeing and transport services for the community in North Shropshire and the border counties. Qube has a partnership role with Shropshire Council to identify services to keep people engaged in their community, help them feel less isolated and to live as independently as possible.

SL also runs the community network and virtual community network and identifies geographical and service gaps. SL asked that her details be circulated to the group and members can get in touch with her directly if they identify any groups/services that might be useful - s.lanyon@qube-oca.org.uk

SL then spoke about the roles within the GP practice. At Churchmere, we have Hannah Stokes, Social Prescriber and Jemma New, Community & Care Co-ordinator. Hannah is employed by Shropshire Council but works alongside Jemma within the Practice. Hannah receives referrals from all members of the practice team and deals with issues such as weight loss, smoking cessation, lifestyle advice, low level anxiety, etc. Hannah works with patients over a longer time period.

Jemma New (JL), Community & Care-ordinator then talked about her role in the practice. JL is fairly new to the role, having started at the end of January. JL receives referrals from all members of the practice team and patients are also able to self refer. JL assists patients of all ages in accessing help, support and advice by signposting to relevant services. Many patients, especially the elderly, are fearful of making contact with support groups and JL helps with this. In addition, JL makes contact with patients who have recently been discharged from an acute stay in hospital to make sure they have the support they need to remain safe at home. She also contacts patients who are lonely or bereaved to offer support. JL's involvement with the patient is over a shorter time period.

EA added that the practice feels that the Social Prescribing team add value to the practice in helping with the non medical needs of our patient population.

PJ asked questions on where SL and Qube sit within the NHS structure and this was discussed. Qube has a partnership role with Shropshire Council. PJ wondered whether the roles mentioned were duplicated by other teams within the NHS as this has always been a concern.

TL stated that a communications strategy had not yet been set up (discussed briefly at last meeting) and this needs to be put in place before information on the service discussed can be disseminated.

EA felt it important that the patient group met the extended teams within the practice to gain an understanding of what services the practice can offer to patients. We are not asking, in this case, for communications to be sent out to all patients as this is an evolving and growing service. It is more that the group has the information and they can pass this by word of mouth to friends, family, neighbours etc that there is a team within the practice that can offer help and support.

JN handed out leaflets to the members on the C&CC role and commented that in her experience, patients like the leaflet to keep to hand as they may not need help at that given moment but they know how to get in touch should they need help in the future. SL also handed out a limited number of contact cards (SL email shared above)

5. Any Other Business

- TH commented that the Food Bank have a screen that displays messages and information and this might be useful. TH also commented that Jody from Churchmere does attend the Food Bank to talk and support recipients. EA confirmed that Jody, is a Mental Health Occupational Therapist, with the North Shropshire Primary Care Network of which Churchmere is a member.
- JH asked whether there is any information available to measure how well the practice is doing compared to others. In the dairy industry, in which JH works, they have a number of KPIs and applaud successful achievements. EA responded that there is a lot of data available online by looking at NHS digital one example would be the QOF data although this is usually one year behind.

[NHS SHROPSHIRE CCG - QOF Database \(gpcontract.co.uk\)](http://gpcontract.co.uk)

- A number of members discussed the need to re-educate patients on the different roles within the practice and the fact that they do not always need to see a GP.
- PJ suggested two working groups to develop a communications strategy and to develop the aims & objectives of the group and the success criteria.

Communications working group: TL, DC, JQ

Aims & Objectives working group: PJ, TH, JH

- SL mentioned that she is working with the Alzheimers' group to arrange a local event. As the Whitchurch group has run 'Keeping Well in Whitchurch' events a number of times annually, she asked if we would be interested in joining forces. PM is happy to meet to discuss although EA commented that this previously took around six months of organisation so may not be possible for September this year. SL with liaise with PM and EA to arrange a further chat.
- Flu & Covid Autumn campaign – EA discussed the upcoming vaccination programme and the logistics in arranging these clinics whilst continuing with the 'day job'. We are fortunate to have had the use of Lakelands School in Ellesmere which provides lots of space and good Wi-Fi. In Whitchurch, we have previously used the Beech Tree Community Centre (which has now closed) and the Whitchurch Rugby Club, although the Wi-Fi is very poor. TH suggested using the Brownlow Community Centre which has parking behind and good Wi-Fi. EA to arrange to view the centre.

EA asked if the patient group could assist the practice in volunteering at the clinics. This would be marshalling in the car parks, ushering patients to appointments and even making tea!

MG has volunteered previously and told the group how she enjoyed it. MG and SS offered their support. Further information will become available as clinics are set up and we will be in touch for help.

6. Date of next meeting

To be held in Ellesmere. MG will source a venue. Date to be confirmed.

The meeting closed at 1930 hours