

## **ST LEONARD'S PATIENTS' PARTICIPATION GROUP**

**Minutes of the Meeting of the Steering Group held at 10.00 am  
on Thursday 19<sup>th</sup> January 2017**

1.	<p><b>Attendees:</b> Norman Shiel (Chair), Hazel Burrow, Felicity Hall, Hilary Noakes, Margaret Turner, Barry Robinson, Helen Kingdon, Mary Hurrell</p> <p><b>Apologies:</b> Geoff Barr, Laura Bethune, Mary Hurrell</p>
2.	Minutes of 08.09.16 – Agreed
3.	<p><b>Matters arising on the minutes</b></p> <ul style="list-style-type: none"> <li>• Display Stand</li> </ul> <p>Gordon bought the display stand himself and has donated it to the Practice. It is to be made available to Barnfield Hill and Southernhay House should they need it. They have been made aware. Many thanks expressed to Gordon.</p>
4.	<p><b>Treasurers Report – Helen Kingdon</b></p> <ul style="list-style-type: none"> <li>• £81 paid in recently from book sales.</li> <li>• We're not clear on where the statements are currently being sent. <b>Helen</b> to contact Gordon.</li> <li>• Signatories on the account currently are: Norman, Felicity and Gordon. Leave as it is for now.</li> <li>• Cheques recently written for NAPP membership renewal and continuation of the water cooler lease.</li> </ul>
5.	<p><b>Feedback from PPG AGM</b></p> <ul style="list-style-type: none"> <li>• Feedback was collated following the event in September and circulated prior to the meeting.</li> <li>• Consider a more interactive event or element to future events.</li> <li>• Next meeting – ideas for 2017 AGM.</li> </ul>
6.	<p><b>Feedback from Exeter Patient Panel- Barry Robinson</b></p> <ul style="list-style-type: none"> <li>• Quite heated discussion at last meeting re consultation meetings.</li> <li>• Letters have been sent to Simon Stephens.</li> <li>• Devon under-funded compared to other areas.</li> <li>• Reports of patients travelling from Barnstaple to Plymouth to give birth.</li> <li>• Council's overspend on social care is already £7.5m.</li> <li>• More care to be transferred to the community.</li> <li>• Barry feels that everyone is passing the buck.</li> <li>• Recent public meeting. MPs are becoming concerned and getting involved.</li> <li>• <b>Helen</b> will share slides from a recent meeting regarding the GP Forward View and transfer of care.</li> <li>• Barry feels that local demographics should be taken into account.</li> <li>• Margaret has had cause to use the minor injuries service recently, and feels that rural areas are not well served.</li> <li>• Helen confessed to being confused by the many terms being used at the</li> </ul>

	<p>moment and the interaction between different agencies; Community Connectors, Community Builders, Navigators, ICE, DCF, ECI, Westbank</p> <ul style="list-style-type: none"> <li>• The Wellbeing Referrals service has been altered slightly but extended to more practices in Exeter. It continues for the time-being and will be evaluated later in the year.</li> </ul>
7.	<p><b>CCG News/Issues</b></p> <ul style="list-style-type: none"> <li>• The CCG has decided that funding for League of Friends locally is to cease.</li> <li>• Success Regime – Helen believes that this has now been taken over by the development of a STP (Sustainable Transformation Plan). Confusion all-round!</li> </ul>
8.	<p><b>Practice News/Issues</b></p> <ul style="list-style-type: none"> <li>• Prescription Line closure – no major issues or complaints so far. More online users have registered.</li> <li>• Helen explained the Extended Access service being provided in Exeter by all practices. Funded by the CCG as part of the GP Forward View and working towards seven day access, this service is being co-ordinated by EPC. All practices that wish to are providing additional appointments for patients. Any patient can be seen at the practice that is open. Current provision is Monday-Thursday 6.30pm-8.00pm, Saturday and Sunday 9.00am-5.00pm. Practices are providing a combination of GP and Practice Nurse or HCA appointments. Appointments must be pre-booked by patients during the week. EPC are working towards retaining some appointment slots which can be accessed by the 111 service on the day for patients triaged as appropriate for primary care. Helen to keep the group updated as this service develops.</li> <li>• Mental Health services locally have received some long-term investment in order to extend their current primary care psychological therapy service. The aim of this service is to focus on those patients who have both a long term health condition and a common mental health difficulty. The three conditions to be initially covered are diabetes, COPD and obesity. This is a permanent expansion of the service, not a pilot and they hope in time to increase the breadth of the service to more conditions. The Practice already hosts therapists from the service but are looking to provide more room availability to more therapists.</li> <li>• <i>Post meeting – Online users have increased from 1658 (in August) to 2258 (January).</i></li> </ul>
9.	<p><b>Future of Group</b></p> <p>Helen asked the group members why they were here and what they wanted the focus of this group to be:</p> <ul style="list-style-type: none"> <li>• Norman – wishes to focus on the Practice and providing benefit to our patients. Also to assist the practice in sustaining the Outstanding CQC result.</li> <li>• Barry – agreed with Norman. He'd like to see more events for patients but retain an awareness of the greater picture.</li> <li>• Felicity – feels that the events so far have been very successful and was happy to have been involved with the CQC visit. She feels it was beneficial to the practice to have the PPG represented.</li> <li>• Margaret – feels it is important to be mindful of the environment within which the practice operates.</li> </ul>

	<ul style="list-style-type: none"> <li>• Hilary – would like to contribute to the group based on her experience. She has worked as an ultrasound radiographer, worked for MIND and is particularly concerned about community hospital closures.</li> <li>• Hazel stated that she was very happy to be involved and to help out in any way that she could.</li> <li>• Helen – confirmed that she feels that two way communications via this group is very important.</li> </ul>
10.	<p><b>Joint events with Barnfield Hill/Southernhay</b></p> <ul style="list-style-type: none"> <li>• Barnfield are proposing an event regarding ‘Good Sleep’ which would be a joint event, probably hosted at St Leonards. Those present were happy with the proposal.</li> </ul>
10.	<p><b>Any Other Business</b></p> <ul style="list-style-type: none"> <li>• Hilary provided information about the proposed development of a Psychiatric Intensive Care Unit (PICU) on the Wonford House site. Planning permission is being applied for and the project has a potential cost of £5.5m, which will be funded by Devon Partnership Trust. They hope to provide a 10 bed secure unit. The closest units at present are either in Weston Super Mare (male) or London (female).</li> <li>• Helen asked if the group would be willing to help with replanting or ideas for the patient garden and if the group would fund some plants and containers. A lively discussion followed plus a visit to look at the garden. Mary is keen to retain the gravel as it makes it easier to work on the garden. Many offers of help were received. Margaret offered to contact Jenny Carter, professional gardener and proprietor of 'In Bloom' for ideas.</li> <li>• Mary suggested the group use the new display stand to promote the PPG. Although we haven't had any new members sign up recently, the information booklet is always included in the new patient registration pack.</li> </ul>
11.	<p><b>Dates for future meetings:</b></p> <ul style="list-style-type: none"> <li>• Monday 27<sup>th</sup> March 10.00am</li> <li>• Thursday 18<sup>th</sup> May 10.00am</li> </ul>