

LIME GROVE MEDICAL CENTRE PATIENT PARTICIPATION GROUP

Minutes of Meeting 10.9.19

1. **Present:**

Rebekah Lea
Emily Foster-Twigg
Frank Dickens
Sue Burfoot
Peter Hartill
John Tresadern
Lesley Durran
Joan link
Peter Barker
Robyn Hughes
Robert Lyness
Mick Murray
Elaine Cox
Lucy Heppenstall
Lucy Musgrave

2. **Apologies:** Hilary Essen, Jenny Powell, Bob Faithorn, Marilyn and Tony Brown

3. **Welcome:** JT welcomed our speakers, Justin Halford and Sharon Edden from DCC Adult Care and Helen Aldridge from Derbyshire Carers Association. JT was also very pleased to welcome Lucy Heppenstall and Lucy Musgrave from Highfields and everyone.

4. **Speakers:** JT referred back to the previous meeting when we agreed to take up issues in relation to Care Services and as our booked speaker needed to postpone his session, it seemed a good opportunity to invite Justin, Sharon and Helen to talk to us. Helen opened by saying that unpaid caring is worth £132 bn per annum. She went on to set out the services and functions offered by DCA including assessment, training, legal clinics a telephone befriending service and a section dealing with young carers. She also arranged for a follow up with Rebekah to introduce a toolkit to help GP practices. Justin was able to respond to issues and ideas raised by Group members, such as follow up on issues and the benefits of a closer linkage between DCA and 'Call Derbyshire'. He raised the issue staffing problems right across social care and we all agreed that many people working in social care were working under stress with reduced resource availability due to constant cuts, which brought up the issue of waiting times to see a doctor. We thank all our speakers most sincerely.

5. **Approval of Minutes:** The minute of the meeting on 11.06.19 were approved.

6. **Matters arising:**

- 6.1 (Minute 6.2) Rebekah reported that there had been a good return response and the findings were pleasingly positive and handed out hard copy of the results that was well designed and presented by Rebecca Ward.
- 6.2 (Minute 6.4) PH said there were still no concrete forward steps but contacts had been established. **(PH to report progress)**
- 6.3 (Minute 7.) PH and JT met with Emily and reviewed the Practice web page, deciding on necessary content and the best way it can be prioritized and set out. **(EF updating)**
- 6.4 (Minute 9) This related to the concerns relating to an aspect of the Joined Up Care Closer to Home programme of the CCG and the way care was presenting many issues such as patients being sent home before their needs are assessed although there are positive developments such as the retaining of 12 beds at Whitworth. The Group agreed to pursue the 'care issue' further. Hence the invitation to our speakers for this meeting.
- 7. Switchboard, Appointments, Communications** EC raised a specific issue relating to patient. RL had already spoken to EC about this and as it was patient specific it was agreed that RL and EFT would look into the matter but it would not be appropriate to discuss in the Group.
- 8. Patient Experience** JT reported that 'Bob's Letter' had gone from CCG to CRH Patient Advice and then Liaison Service to CRH Patient Experience. **We await a response. (JT to follow up)**
- 9. Primary Care Network** Time was pressing. JT offered a handout listing the surgeries in our primary Care Network and reserved the item for the next meeting. **(RL, VH to respond)**
- 10. AOB:** The Group offered congratulations Emily whose marriage now makes her EFT instead of EF (Emily Foster-Twigg). She has our very best wishes for the future. JT also reported that Fred Parker is now following his university course at UEA. We wish him every success and offer sincere thanks for his valuable contributions to the group.
- 11. Next meeting:**

TUESDAY 10TH DECEMBER

NOTE: NEW TIME 4.30 – 6.30 pm