

## Elmwood Family Doctors: Patient Participation Group

**Minutes of the Patient Participation Group (representing Holmfirth & Meltham Sites) Tuesday 3<sup>rd</sup> March 2020 7:00 p.m. at Holmfirth**

**Present:** Jane Gledhill (Chair), Dr James Morton, Sarah Shepherd, Sue Johnson, Alan Barlow, Linda Blanchard, Janet Clapham, Sue Cran, Claire Curtiss, Phil Hack, Jill Hayfield, Rob Hodgson, Anne Little, Jane Lockwood,

**Apologies:** David Brown, Howard Johnston; Wynn Kemp, Les Thomas, Keith Wilberforce, Stephanie Jameson

No.	Item	Actions
1.	<p><b>Apologies and Introductions</b></p> <p>Jane introduced Helen Dean from Carers Count</p>	
2.	<p><b>Minutes from previous meeting:</b></p> <p>Agreed</p>	<p>Jane to invite Michelle Sharples to next meeting to provide feedback on how social prescribing is going and whether PPG can help in any way</p>
3.	<p><b>Helen Dean – Carers Count</b></p> <p>Carers count is a charity funded by Kirklees Council - there are 30 staff (many of whom have been carers) based in Bryan Jackson House. They have provided information and support to unpaid carers in Kirklees since 2013. Carers are sometimes referred to Carers Count but they can self-refer – it is better for a carer to ask for help early on in their journey rather than reach crisis point first. Carers Count can support with</p> <ul style="list-style-type: none"> <li>• Advice on how to look after someone with specific needs</li> <li>• Benefits advice</li> <li>• Home visits if carer can't be left alone</li> <li>• Advocacy support e.g. with navigating social care system and attending appointments regarding this</li> <li>• The transfer of a patient to a care home</li> <li>• Support those carers of children with special educational needs.</li> <li>• Support young carers under 25 in conjunction with Barnardo's</li> <li>• Liaise with Carers Trust – who provide emergency cover when Carers are taken ill</li> </ul> <p>They run groups and activities for Carers :</p> <ul style="list-style-type: none"> <li>• a weekly coffee and chat in Huddersfield</li> </ul>	<p>Sarah Shepherd requested that any PPG member who would like to support /help arrange the next Carers Count coffee morning contact herself or Jane Gledhill.</p>

	<ul style="list-style-type: none"> <li>• visiting community settings to meet carers</li> <li>• arts &amp; crafts, mindfulness, tai chi groups</li> <li>• “After Carers Group” - to support Carers to move on when their patient has passed away or moved into a home</li> </ul> <p>There is no charge for their support ( except any social trips they arrange) Helen recently attended our Carers coffee morning at Elmwood which was a great success with most of the Carers who attended saying they would like to meet again. She left some literature about Carers Count for the waiting areas.</p>	
<p><b>4.</b></p>	<p><b>Progress &amp; Network Updates</b></p> <p>Jane G reported that</p> <ol style="list-style-type: none"> <li>1. She had been made aware of a group which supports mental health patients in Huddersfield named “ Mirfield Recovery College” to which patient scan be referred by their doctor.</li> <li>2. Kirklees Council have created a new post of “Post Prevention Officer” to support people who have suffered from a suicide.</li> <li>3. PPGs were initially funded at a set amount per head of population but had not been for the past few years - she had raised this at the PRGN meeting</li> </ol> <p>James reminded the group that patients can refer themselves to IAPT - the Improving access to Psychological Therapies programme based at Folly Hall</p>	<p><b>Jane G to email out latest updates from PRGN</b></p>
<p><b>5.</b></p>	<p><b>PCN Progress</b></p> <p><b>PCN Network evening 11<sup>th</sup> March at Meltham Carlisle Institute 5.30</b></p> <p>Jane and Janet said they were attending</p> <p><b>The current focus areas for the PCN are:</b></p> <ol style="list-style-type: none"> <li>1. Patient centred medication reviews</li> <li>2. Care home visits</li> <li>3. Early diagnosis of cancer</li> </ol>	

6.	<p><b>Main Item – Feedback on Elmwood Family doctors Website</b></p> <p>Suggestions:</p> <ol style="list-style-type: none"> <li>1. Give the PPG a separate section under “Who we are” - agreed</li> <li>2. More self-help information - it was felt that patients can access this from The NHS website</li> <li>3. Be clear about prescription ordering timescales - we conform to the national SystemOne prescription ordering deadlines i.e. 5pm the following day</li> <li>4. Make the search bar more visible to stand out to patients - agreed</li> </ol> <p>Generally PPG members felt that Elmwood website was very clear, uncluttered and easy to navigate with excellent information about all areas of the practice</p>	James to action
12.	<p><b>Next Meeting : Tuesday 2<sup>nd</sup> June 2020 at Holmfirth 7pm at Holmfirth surgery.</b></p>	<p><b>Surgery to present new e-consult option for patients - available from April</b></p>