

Milton Surgery Patient Participation Group

Date: 22 September 2015
Time: 7pm
Venue: Milton Surgery

Minutes:

Present:

Sally Bradley (SB) Committee Member
Hazel Smith (HS) Committee Member
Norma Kay (NK) Committee Member
Frankie Williams (FW) Committee Member
Angie Carpenter (AC) Secretary
Bryan Betson (BB) Chairperson
Pam Vincett (PV) Practice Manager

Apologies:

Bob Pain Committee Member
John Uttin Committee Member
Sue Nunn Committee Member
Chris Thomas Committee Member

Item:

C. Acceptance of last minutes

D. 1. We were pleased to meet with Jane Johannessen (JJ) a community development officer from the Care Network, who spoke to us about her involvement with a group working with people Alzheimers and their carers. This group has been set up to help care for the old and vulnerable in society and discourage isolation.

She described various ways in which the group is offering this support, and welcomes ideas, and suggested schemes that may help enhance this experience for the target group.

She gave examples of what is already planned or in progress. A singing group is currently being set up by an experienced choir director who was previously at Ely Cathedral. It is a very informal affair, with no sheet music, just words, and is ideal for early dementia sufferers. Meeting weekly, on Thursday afternoons, at Landbeach Baptist Chapel, and encouraging also carers, partners and friends, it operates in a very informal and supportive atmosphere, and allows individuals to bring music into their lives. It is going to run until Christmas, and carols and Christmas songs are high on the agenda! A donation of £5 for each person (this sum includes carer/partner/friend too) is requested in order to cover word sheets and refreshments. This is a wonderful opportunity.

To publicise the group, PV suggested posters in the Community Café as a way of informing the target group of sufferers /carers. HS suggested the Milton Care Warden might be able to recommend appropriate clients to the service. JJ will be writing an article to put into the next edition of Milton Village View and PV suggested handing out leaflets in the various lunch groups in the village.

FW asked about funding, which was discussed, and committee members made various suggestions as to whom she might approach. JJ reported she has already started the quest for funds. Car-schemes, mini bus transport and dial-a-ride were suggested as some of the ways some of the ways of transporting people to these sessions. Jane advised the committee that funding for transport could possibly be obtained for individuals from their own Parish Councils.

Another venture in the planning is for a lunchtime meeting group at a private home, offering lunch for people in the earlier stages of dementia. This will be a homely, safe and comfortable environment.

For those interested, further information will be available from the surgery.

D. 2. We were also pleased to meet with Steve Anderson, a retired community psychiatric nurse, who is Chairman of 'Green Minds', a small charity dedicated to assist in the recovery of mental health patients, encouraging self esteem, social skills, motivation, and general well being, through gardening. He is hoping to work with a client-group of those suffering from depression, anxiety, low self-esteem, isolation, stress and loneliness and encourage equilibrium through gardening and wild life projects.

This scheme is still in planning stages, although all permissions have been granted, and Steve is on the lookout for prospective clients. He is currently awaiting referrals. There will be 2 sessions per week. The scheme operates on the outskirts of a village adjacent to Cambridge, is on a bus-route (although some walking to the venue will be required) and all sessions are negotiable with him. Toilet and washing facilities are available and information is either available in his leaflet or at the point of visit. Carers are also welcome.

The committee offered suggestions as to where he might find clients for his venture, and JJ recommended contacting the Community Navigators who would be able to filter people to him. PV advised us that she would be advising the GP's of this scheme at the next Practice meeting in October.

E. An update of the 'Buddy System' followed. It was clarified that this was the plan to access diabetic patients in the practice who would be willing to offer some of their own experience of dealing with their diabetes. The current posters have not encouraged anyone to offer help yet, and PV suggested that smaller leaflets might be more appropriate at this time, to leave out in the waiting room. AC will provide.

At the Diabetes UK meeting this year it was suggested that people with diabetes are reluctant to ask for help, that they need to be treated as individuals, and that

negative press can be very off putting to their own management of their condition. On the basis of this information, it was agreed the leaflet should be encouraging anyone who may want to participate in this venture, to know that we (the committee) very much need their (the expert patient) help!

F. Various discussions were had on the layout of notice boards and how they may be a bit cluttered, and PV advised that the surgery has a new health care assistant who would be taking over this task. Suggestions to sort the boards into topics, clearly delineate the separate posters, place some smaller versions on the tables in the waiting area, were made.

The recent CQC report on Addenbrooke's was also discussed, and it is recommended that those interested go on-line to www.healthwatch.camb.co.uk to read the document. PV emphasized, that although there are known current problems within the trust, the care standards there were praised.

G. Any Other Business. PV advised that this is having an impact on GP appointments at the surgery, as complaints about waiting times, e-referrals etc, have a knock-on effect on the GP's and admin staff, who are spending a significant amount of time following up these issues for the patient.

HS is attending the 'Commissioning Health Care' show at Olympia next week and asked for questions from the committee.

PV reminded us that "UNITED CARE" now has responsibility for care in the community and is working hard to improve the service to the elderly, etc. Committee members hope that the gap between giving the service user what they and their families think they need, and what the social services feel they need, will shrink, offering a more seamless service.

H. Next meeting Tuesday November 17th 2015.