

PATIENT PARTICIPATION GROUP



LAKESIDE St Neots

X Date: 9th January 2020

Meeting commenced at 17.30 pm

Present: Tony Clark (Chairman)
Lynne Stevens (Treasurer) (& taking minutes for this meeting)
Sue Beamon, Karen Bradford, Vivien Saunderson,

Welcome to: Wendy Endersby, Claire Mascarenhas, Caroline Northover
New Members Carolyn Philp, Jean Philips, Andy Shaw, Philippa Shoobert
Elizabeth Tilley

Special Guests Sara Coote, Citizen Senate – Shoosh No More!
Lois Sidney - Sun Network

Lakeside Representative: Dr. Scoffings, Dr. Tilbury, Dr. Trigell
(representing Lakeside St Neots Practice)

Next meeting: 26th February 2019 at the Eaton Socon Health Centre at 5.30 pm

1. APOLOGIES

Roz Venner, David Venner,
Katie Dundas-Todorov
Gill Hodgkinson-Price
Bob Hale
Sarah Parren (Hub/Practice Manager)

2. RESIGNATIONS

Arthur Mason and David Richardson have both tendered their resignations, and the PPG thank them for their help and support over the last few years.

3. INTRODUCTIONS

Tony introduced himself and Lynne to the new members and thanked everyone for turning up.

4. MINUTES OF THE PREVIOUS MEETING & UPDATES

Minutes from the last meeting on 6th November have already been agreed as signed off via email and a copy is already held by Sarah Parren for filing on surgery records. **Sarah Parren**

5. PPG NAME CHANGE

As requested by the Practice regarding the name of the PPG to include Eaton Socon Heath Centre it was proposed, and agreed by all present, that going forward the name would be:

Patient Participation Group Lakeside St. Neots

Lynne explained that if the bank name is too long the bank cannot get everything into the address box so for logistic issues, all agreed, that the PPG bank account statement name will be shortened to read:

PPG Lakeside St Neots

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6. HEALTHWATCH

Healthwatch locally is made up of 3 forums:

1 in Cambridge

1 in Peterborough

1 in Huntingdon

Healthwatch is currently putting together a 5-year plan & want PPG's and individuals input via the Healthwatch online questionnaire. Tony suggested that the Committee look at the links and complete the questionnaire. Tony can provide the link if required.

7. EXERCISE REFERRALS

Tony confirmed that due to time this will now be discussed at the next meeting.

8. VISITOR – LOIS SIDNEY – SUN NETWORK

SUN Network is a voluntary Service that helps with regarding any of the following: "Mental Health", "Drugs", or "Drink".

SUN Network is here to help you make a difference!

Who better to talk about Mental Health and Drug & Alcohol services in Cambridgeshire and Peterborough than those who have accessed them.

You are the experts on what this journey is like for you, and your voice can influence and shape how those services work in future. Lois explained that everyone involved in this service has experience of one or more of these situations

We can amplify your voice and create opportunities for you to be involved by attending workshops or meetings, sharing your experience (anonymously if preferred) or taking part by giving feedback on services you may have accessed.

At the SUN Network evaluate mental health and drug and alcohol services based on your five values.

The SUN Network has worked together with people that have accessed/do access or care for someone who accesses mental health services across Cambridgeshire and Peterborough to establish the top 5 values that they would like to see delivered by mental health services. The top five values are:

- Working together
- Honesty
- Empathy
- Personalisation
- Inclusion

We evaluate services based on our five values with the help of paid volunteer peer assessors. We then write up a report on the values and deliver it to the service along with a star rating which can be shown off by the service to show good practice!

Good Life is one of the services people in the above categories can be put in touch with and is immediately accessible, whereas some of the other services are 6-wk wait list..

Elizabeth Tilley gave some insight to her personal experience of the situation with her mental health crisis.

Tony thanked Elizabeth for input of her personal experience.

Tony then thanked Lois Sidney for taking the time to visit and explain about the SUN Network so that we can pass the information onto other patients and friends and family who may need their help

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9. SARA COOTE, Senate Citizen – SHOOSH NO MORE!

Sara said that she is honoured to be a Citizen Senate & the founder of SHOOSH NO MORE Senate Citizen is a connected and experienced group of people aiming to influence regional health and care strategy by presenting patient, carer, and family perspectives.

Patients creating change in a “structured way” is the best way for voices to be heard. A PPG is a good way to process things to happen and getting the NHS to listen, and they are now listening.

Sara has had a very challenging background, which included being told to keep quiet, and an abusive marriage.

Sara went on to explain that her journey started when she moved to Staploe 2¹/₂ years ago, responsible for 3 young adults, to make a brand new start for them all.

Her journey began by finding SUN Network and is now a member of the SUN Network Group.

She is very passionate about helping others and decided to start “Shoosh No More!” a purely voluntary service offering people help and guidance, including where to go for help, who to speak to, who can help with treatment etc. putting them in touch with someone who will listen.

- Sara helps researchers at NHS Peterborough.
- Sara also joined the Menopause Group in Bedford as there is currently is not one in the St Neots area.
- Butterfly Ladies Group, in St Neots who meet regularly and is aimed particularly for the lonely and those with mental health issues.

Sara is not a patient at Lakeside therefore cannot be a member of our PPG; however she has volunteered to come along and help she is very passionate about helping/advice at any of our meetings if we need her.

Everyone applauded Sara thanking her for a very interesting presentation.

Tony also thanked Sara for her very comprehensive and passionate talk, and said it shows her courage and great strength of character to stand up in front of a group of strangers when you shy and still travelling your journey to rebuild your life.

10. PRACTICE DOCTORS

The Doctors explained about the various issues that have been happening prior to the Merger, and since the Merger, explaining that it was a big learning curve and major challenge for them all and a very big challenge has been the communication system that seems to have an intermittent fault that the installation company and BT have had trouble resolving. Things were settling down until a lorry had decided to collide with Cedar House on Tuesday evening cutting through the phone wiring system.

With effect from the 6th January 2020 they have implemented a new appointment system to see a Doctor. Phone appts are loaded online at 6.30 pm the previous day whereby people can register for the Dr to ring them the next day, and then if needed the Doctor will ask them to come into the surgery. This system enables the doctors to treat more patients within the working day. This new system will be reviewed to make sure that it is working and meetings the needs of the patients which s their priority.

They advised the PPG members that out of hours, or if they cannot get through to the Doctors they can the NHS helpline and ring 111, or in the case of an emergency they should ring 999.

Dr Trigell advised that anyone can access the website which is updated on a very regular basis and displays the Doctors rota is available plus loads of other useful info and advice.

The Practice has a dedicated NHS secure e-mail address and the surgery welcomes all useful feedback, good or bad.

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10. PRACTICE DOCTORS *(continued)*

Tony advised that Lynne Stevens is a Carer and has had some challenging experiences of the NHS system over the last 6 months and is currently preparing a Patient Case Study that will be represented to the Practice as soon as she has managed to collate the data accrued over this period together with her experiences of the system together with recommendations of ways that could improve patient care and treatment whilst at the same time also save the NHS money which will be a double bonus.

11. ANY OTHER BUSINESS:

PPG Finance

For the records:

The PPG accounts prepared by Lynne Stevens from December 2017, (just prior to when she took over as Treasurer, in the early part of 2018) up to May 2019, were signed off as correct by Lakeside Accountants in December 2019.

No explanation for the delay was provided by the Accountants but the Accountants were happy the accounts.

PPG Bank Account Balances

Balances remain unchanged since last meeting:

| | |
|--------------------------------------|-----------------|
| Business Community Current Account - | £ 1160.23 |
| Business Active Saver Account - | <u>£ 412.09</u> |
| TOTAL | £ 1572.31 |

With no other business the Meeting closed at: 7.40 pm

NEXT MEETING: Wednesday 26th February 2020 at 17.30 pm – 19.00 pm