

“Together with the Practice, striving for excellence”



## Patient Participation Group

Wednesday 4<sup>th</sup> December 2019

6.30pm – 20.00pm

Health Education Room – Ampthill Health Centre

### Minutes of meeting

**Present:** Ted, Joan, Ann, Nicky, Elizabeth, Brian, John.

**Surgery Staff:** Dawn.

1. Welcome/Introductions/Apologies.
  - Introduction. Kate Ellis. **Community and Wellbeing Service Manager. BRCC**
  - Apologies. Ann, Karen, Colin, Jeremy.
2. Social Prescribing. Kate Ellis. **Community and Wellbeing Service Manager. BRCC**

Kate explained the history of the service, a pilot which has been running for 18 months and is now starting to be selectively rolled out. It forms part of the BLMK STP and is supported by CBC and BCCG and Link worker Funding. It is delivered by BRCC (Bedfordshire Rural Communities Charity). The funding is given to a PCN and is £34117 which covers 30 hours/week. Our Community Wellbeing Champion (CWC) sometimes known locally as Social Prescriber Link Worker (SPLW) is Julia Chambers whose time will be split across the PCN. Referrals are currently from the GP surgery. The service is aimed at Frequent attenders at GP surgeries for non-medical reasons, aged 18+ and who could benefit from Health Coaching and non-clinical support. This may include Carers, those who are socially isolated, a history of mild to moderate mental health conditions that interfere with daily functions, these with LTC who are not responding well to medical interventions and those who have the capacity to self-manage with community-based support. The link worker will work closely with the Multi-Disciplinary Team (MDT).

The Social Prescriber is Health Coach trained, is NOT a counsellor or mentor.

The Social Prescribers do not have the answers to the problems but can help the patient in finding a way forward in understanding root causes.

Aim to reduce the number of GP consultations.

Better outcome for patients.

GP would refer patient to Social Prescriber Link Worker in consultation with the Patient.

Social Prescriber Link Worker would have access to patient record.

Follow up by SPLW with patient. Could refer back to GP.

Dawn to put item in next Newsletter and Website. **Action 04121901 Dawn.**

Links to website & leaflets for Surgery.

Introductions to community groups.

Criteria for referral.

SPLW is based on a Geographical area.

NHS expects SPLW to see 250 patients a year.  
Case study.

3. Minutes of Last Meeting 9<sup>th</sup> October 2019 (Actions).

**Action 09101901. Re arrange Social Prescribing Presentation. Ted**

**Action 09101902 Future meeting dates**

**Action 09101903 GP Survey Results Dawn.**

**Action 01170517 Houghton Lodge Re development (Jack & Jill Nursery relocation)** Ampthill Day Care Centre and surrounding area. Demolition notice issued. Ted/Dawn.

4. PPG Bank Account. Ted. No changes to current balance (£574.68)

5. Surgery Update. Dawn

- Staff update. –
- Theresa our receptionist has left, a temp replacement is in place and an advertisement has been placed, current 9 applicants. No updates yet on GP replacements.
- CQC telephone review – No updates as of yet.
- Primary Care Network (Hillton) – Greensands, Houghton Close & Barton. Early days but going well. Progress to next stage. Will provide further info when available.
- Did Not Attend (DNA).

Oct 112

Nov 72

Current practice numbers 9500

- Patient suggestion box. None.

6. GP Survey – Excellent results only low scores is speaking to your GP. Due to extreme problems with limited GP and using Locums but is still comparable with National & BCCG average. It has been a very difficult year with staffing issues and we are at maximum level with patients we can accommodate.

7. BLMK (STP) Update Ted. Not able to get an update. Post Meeting. At the Bedfordshire CCG AGM on 19/09/19 it was stated that 2021 was a date for the implementation plan under the NHS long Term Plan. However, with the upcoming election things may well change. Watch this space

8. Primary Care Network (PCN) & PPG's I had written to Gill Hiscox who in turn had a meeting with Nicky Wright (CCG) & Dave Simpson (Healthwatch). Gill is going to type up draft terms TOR.

9. Next Meeting Date Wednesday 25<sup>th</sup> March 2020.

10. Future Meeting Dates.

- Wednesday 25<sup>th</sup> March 2020.
- Wednesday 10<sup>th</sup> June 2020
- Wednesday 16<sup>th</sup> September 2020
- Wednesday 9<sup>th</sup> December 2020

**11. A.O.B.** The PPG unanimously endorsed the view what a brilliant practice we have, they always go the extra mile for there patients and this fits in with the basic ethos of the practice.

Members thanked joan for her lovely mince pies.