

# Minutes

## PATIENT PARTICIPATION GROUP

**Date:** 4 February, 2020

**Venue:** Newnham Walk Surgery

**Present:** Dr Sally Barnard (SAB)  
CF, PH – PPG Members  
Debbie Halls (DH) – Asst Practice Manager

1	<b>Welcome and Introduction</b>  SAB welcomed the patients who attended .	<u>Action</u>
2	<b>Primary Care Networks</b>  It was discussed how we are linked with Trumpington Street and Lensfield Road surgeries and have appointed a Pharmacist to help across the three sites. We are also implementing a new role of a Social Prescriber to work across all three sites also. Patients can be referred to this person for help in accessing local services, classes etc that may help their wellbeing. It was discussed how the appointed person would gain valuable information from local people and the PPG to learn what is available locally for our patients.	<u>Action</u>  Invite Social Prescriber when appointed
3	<b>Carers and Carers Prescriptions</b>  Newnham Walk Surgery is aiming to identify those patients who are cared for and/or are carers and offer support from the Carers Trust. This is a free service provided by Carers Trust Cambridgeshire & Peterborough and is funded by the Clinical Commissioning Group (CCG).  Patients can be referred by their GP with a Carers' Prescription for an assessment of needs and support and agree on an action plan. The question was raised as to how long it would take to get the help into place. DH clarified with the Carers Trust who said: "We make contact within 24 working hours. Depending on that conversation we	<u>Action</u>  DH to organise a notice board dedicated to information about Carers

	<p>would put support in place. Support is very much dependent on what the carer needs. They will always get information and advice to support them in that initial call so within 24 working hours. If they need care support it would be very dependent on when the carer needs a break and availability of care support workers.”</p> <p>It was discussed that this information should be made available to patients in the waiting room which it currently is but to make this more easily identifiable. This brought about a discussion on the many posters on display in the waiting room.</p>	
4	<p><b>Any Other Business</b></p> <p>Posters in the waiting room – It was discussed how we have many posters in the waiting room, some are quite old. It looks very busy and information is lost as there is a lot of it. We decided it would be better to have themed areas and less general posters. It was mentioned how we are asked by the NHS services to display information for patients but monitoring of how long these posters have been up should be looked into.</p> <p>Seeing the same GP – CF mentioned how it is difficult to have continuity of care with the same GP without waiting several weeks. This was discussed and same day appointments are usually available for those who need them. Most GPs work part-time and this is a usual timeframe for GP appointments and an issue across the NHS in general not just at NWS.</p> <p>St Mark’s Quarterly Magazine – This was mentioned, a local magazine where events are advertised, we could promote the PPG through this.</p> <p>Further learn courses - MOOC – this was mentioned by CF as a good free learning website.</p>	<p><b>Action</b></p> <p>DH to look at posters and remove old ones and have a general tidy up of the Reception area</p> <p>DH to contact St Mark’s about possible advertising of PPG Meetings</p>
5	<p><b>Date of Next Meeting</b></p> <p>Meetings are to be held quarterly, the next meeting with be in May, 2020, date to be confirmed.</p>	<p><b>Action</b></p> <p>SAB/DH – to arrange date of next meeting</p>