

Minutes PPG Meeting – 14.01.2019

Present: Atiya Alam-Jones (Practice Manager), Dawn Riley (Deputy Manager), Alan Smith, Tessa Parkin, Michael Hemmerdinger, Alistair Tranter

Apologies: Marjorie Jones, Sarah Judson, Jayne Muspratt

Welcome: Atiya thanked everyone for coming.

Guest Speaker Mel Thomas (Primary Care Link) Carers Trust Cheshire & Warrington

Mel kindly updated everyone on the process of what happens when a Carer has been identified in Practice. Mel thanked the Elms for our continued support and recognised the dedicated work of our 2 Carer Links Agnieszka and Allison. Once a Carer has been identified there is a form for them to complete 'Does Your GP Surgery Know You Are a Carer?' If the Carer or Cared for is a patient at the Practice their medical records will be updated accordingly. Once the form is complete and the Carer has given consent for their details to be passed to Cheshire and Warrington Carers Trust they will then get in touch with the Carer to offer support, advice and direct to appropriate services they may require. If a patient does not consent they can contact the Carers Trust at any time on Tel: **0300 102 008**. Mel spoke about the upcoming Carer Group Activities from January to June 2019 and the leaflet will be attached with the minutes. Mel also gave an overview of West Cheshire Carers Emergency Support Service who can give a Carer peace of mind that if you have an emergency the service can help ensure the person you care for will receive appropriate and rapid assistance. The Carer will carry a keyring or wallet card which will alert the emergency service.

Carers Trust are also working with Bright Life with a new service called 'Bright Memories' for people caring for someone with Dementia. This is a project to help reduce social isolation in people aged over 50 who are living with Dementia and working with local communities to create 'Dementia Friendly Communities'.

All the patient information leaflets will be attached with the minutes.

Guest Speaker Georgina Clarke (Community Development Manager) Cheshire West Communities Together

Cheshire West Communities together are supporting Cheshire Community Action as part of their roles and will be running sessions on 'Communications for Long Term Conditions Project' in Blacon, Lache, Ellesmere Port and Winsford but the conversations are led by Cheshire Community Action across the whole of West Cheshire. They are focusing on people with long term health conditions that may need support to manage and if you felt this was you, you could help shape the way you and other receive the support in the future.

Cheshire West Integrated Care Partnership is bringing the organisations that provide support to manage health and care needs closer together to enable more support to be provided in people's home and in your local community. To understand how services could be delivered in a way that meet people's needs in the best way possible, a number of community conversations are being held across the Borough. These are being led by Cheshire Community Action who would love for anyone affected to come and share your experiences about managing your health and what would work best for you in the future. If you would like further information you can contact Georgina via email georgina@cwtogether.org.uk or telephone **07881345031**.

Digital Buddies Update – Alan Smith

Alan said the 4 sessions went well apart from the one in December which was not successful due to prior commitments with the festive season. At each session the numbers grew and in the 3rd session there were 8 attendees. Unfortunately the funding for the Digital Buddies sessions that Alan also

hosts at the Story House in Chester has ceased but Alan is continuing these sessions with volunteers and still seeking further funding and submitting further applications.

Fundraising

Our Christmas Hamper raised £57.00 for the 'Elms Equipment Fund' and the patient who won kindly asked us to donate the hamper. We contacted Mel from Carers Trust who kindly donated to a Carer who was extremely happy to receive the hamper. We have nearly £300 in the Equipment Fund and PPG suggested we ask the Clinical staff if there is any equipment they would currently require. DR said would bring up at the next staff meeting at the end of January 2019.

Cisco Telephone Upgrade

All of the services at Fountains Health had a telephone upgrade in October 2019. Now when patients call the surgery the new system lets them know what number they are in the queue. Dawn asked if there were any suggestions for the message to the patients when calling the surgery – suggestion to make patients aware of services such as extended hours, physio first or eConsult.

Any Other Business

Attendance of PPG Meetings was discussed, we currently have 49 members and at today's meeting we have 4 attendees and 3 apologies. It was suggested to contact group members to ask if there was any particular reason preventing them from attending (we understand patient's work commitments and previously been informed about these).

Agenda items received from PPG Members - No Items received.

Friends of the Elms Annual Meetings 2019/2020

- ❖ **Monday 14th January 2019 @ 4:00 PM**
- ❖ **Monday 11th March 2019 @ 4:00 PM**
- ❖ **Monday 10th June 2019 @ 4:00 PM**
- ❖ **Monday 9th September 2019 @ 4:00 PM**
- ❖ **Monday 13th January 2020 @ 4:00 PM**