

Minutes of Bethesda Patient Reference Group Meeting

16 July 2014

Held at Darwin Court

Apologies: 3 members

Present: 8 members, Sue Clarke, Rachael Cousins.

Over 75s Care

Rachael explained to the group that the CCG had some money available for surgeries to apply for with a plan as to how they can improve care for patients aged 75 years and over. Bethesda will be working together with The Limes and Northdown Surgeries to provide this care. There will be a trained person available, once someone has been recruited, that will be available from 5.30pm to 10pm each day to help and assist and visit if necessary. Each of the surgeries will be trialling this service in the first instance with two Nursing Homes and it will then be rolled out over a 2 year programme to all patients aged 75 and over.

Jackie Harrison, one of our Nurses, who was previously a Community Nurse will also be carrying out Health Checks for these patients starting with those who have not visited the surgery in the last 12 to 18 months. They will be invited to the surgery and Jackie will visit at home if they are housebound. Rachael is planning to put together an information sheet as to what services, support groups and social organisations are available for free in the local community for the patients. **Action:** The group to forward any details of these to Sue or Rachael by end of the week.

Unplanned Admissions

This is a new Direct Enhanced Service (DES) that will hopefully reduce/stop un-necessary admissions of patients to hospital. The money for this service is not new money; it is funded by money previously issued for QOF disease registers which has now been moved to this DES. We have a register of about 2% of our patients who are at risk of unplanned admissions. The Ambulance Service, A&E, The Mental Health Team, Social Services and all of our Nursing and Residential Homes have all been provided with a bypass telephone number to call the surgery to speak to a GP if they have a patient they feel may be at risk of admission to get the GP's advice in the first instance.

All the patients on the register will be invited to surgery to have a Health Check with their GP. All the information collated about the unplanned admissions will be reviewed at regular monthly meetings and we will be monitoring further admissions and A&E attendances by these patients.

Website

We are in the process of updating our website and Rachael thanked the group for their feedback and suggestions for improvement .The website once completed will be available on mobile telephones that have apps facilities. xxx mentioned that previous PPG minutes in the website were not accessible **.Action:** Sue to investigate.

Charles Bonnet Syndrome

xxx said that it had been discussed at the Macular Degeneration Group that GPs were not often aware of the correct treatment when patients who suffer from Macular Degeneration experience Visual Hallucinations (Charles Bonnet Syndrome) as the symptoms can be mistaken for Mental Health problems. xxx gave Rachael some leaflets and example spectacles to give to the GPs for information.

Mental Health Meeting

xxx and xxx attended the Mental Health Meeting that was held at the Turner Centre .They felt that the problems raised were not really dealt with at shop floor level and that the Beacon were not always willing to help those people that needed the most help. The Mental Health service is currently underfunded and under resourced and the CCG are aware of this.

AOB

xxx said that he had been to a Healthwatch Meeting and they are trying to link up with St Paul's Community Centre and allocate someone to them that will be able to assist people with Health and Social Information.

xxx mentioned that there is a very useful leaflet available on how to prevent falls from kcht.cct@nhs.net.

xxx said that she has used the Patient Partner Service and found it to be an excellent way of booking appointments.

Rachael said that the flu season would soon be here and once we know dates of the clinics Sue will email the group as in previous years to see if anyone is available to help out.

xxx said that The Laleham Gap School is due for demolition and that 70 new houses are planned to be built on the site.

xxx said that Microsoft are launching a translation package which the surgery may find useful.

Sue said that Nurse Ruth is currently working with the Health Visitors and a Slovak/Czech Interpreter and they are holding Childhood Immunisation Clinics for Slovak and Czech families.

Next meeting scheduled for Wednesday 8 October at 10.30am at Darwin Court. **Action:** xxx to book the room.

Mission Statement

“Good Communication “