

The Family Practice Western College Patient Participation Group

Resume of the meeting held 17.07.17

Present:

Keith Minty (KM)	Dan Smith Guest Speaker One Care Ltd
Dr Rush	
Jill White (JW) Chair	
Teresa March (TM) Guest Speaker	
Jim Jarman	
Ilfra Jarman	
Ann Nicholls	
David Shelton	
Paul Roberts	

Apologies:

Ruth Baker	Jane Redman
Ann Light	Ian Goodenough
George Ware	Penny Dobson
Catherine Eva	

1.0 JW welcomed guest speakers: Teresa March, Mental Health Nurse and Daniel Smith, Project Manager, One Care Ltd.

2.0 Meeting with Mental Health Nurse, Teresa March

TM, described her back-ground (serving in Southmead and the community in Bath) and gave a presentation of her duties as the Mental Nurse serving the three Practices that form our 'GP Cluster' – Pembroke Road, Whiteladies Clinic and the Family Practice.

This approach began as a Pilot scheme with the Family Practice. TM only sees adults (i.e. over 18 years). The new system alleviates pressure from the GPs as patients come straight to her.

An outline of this system :-

- Patients seen more quickly
- Offers a longer session – 20 minutes
- No home visits
- TM is not a therapist but can refer on to the NHS Crisis Scheme, Alcohol Service Employment Service etc.
- Does not prescribe but expedites referral to the GP as necessary
- Encourages self-help by outlining the support that there is for patients
- Guides 'at risk' patients e.g. those at risk of self-harm to further support providers
- Sees patients as often as required
- Majority of her patients are working people

A wide ranging discussion followed. JW warmly thanked TM for her time. TM stayed for the full meeting.

3.0 Presentation on One Care Ltd – Daniel Smith, Project Manager, One Care Ltd.

Please see attached Power – Point presentation.

Paul Roberts (PR) expressed strong opinions about the negative illustration that concluded DS's presentation i.e. newspaper cuttings that highlighted the 'survival'/danger that the NHS was in. PR thought that One Care was being alarmist by choosing these particular cuttings (PR's impassioned intervention told the meeting that when Labour 'gets in' Mr Corbyn will ensure proper funding and all these new 'inventions' will no longer be necessary!). JW explained that at recent One Care Ltd. meeting she too had been unhappy with the word 'survive' - recommending it be changed to 'drive'.

JW warmly thanked DS for his detailed updating of the work of One Care Ltd., which ended by DS mentioning a recent success of One Care Ltd; that funding had been obtained to provide Clinical Pharmacists to a number of GP Practices across the BNSSG - another means of freeing GP's time to enable them to concentrate on more urgent patients.

JW informed the group that One Care Ltd had asked her to be available as a patient representative to speak to the press re the clinical pharmacist funding – which she had agreed to do in a general way.

In addition, receptionists will be further trained to help direct the patient to the appropriate professional– a topic that elicited another lively discussion. KM explained more fully how this would come into operation.

PR then raised the need for the PPG group to achieve a greater representation of patients. He suggested using social media opportunities, such as Facebook. JW tried to explain that that idea had been suggested at past PPG Meetings and at the One Care Consortium, but such an approach had to be handled very carefully. There seemed some interest in the idea by those present, so JW invited PR to take this forward, but PR rejected this. It was instead decided to put it on the agenda for the next meeting.

4.0 GP Update by KM

- Staff Feedback and Partners Away Afternoon undertaken.
- Undertaking a full review of the appointment system (volume/ duty/ pre bookable- what does not get seen etc.).
- Signposting training for reception to take place in autumn.
- New Phone system agreed funding by OneCare.
- Succession planning for the future- PM, Finance Manager etc.
- Improved utilisation of the building.
- Meetings with NHSE and CCG re building 14.08.17
- NHSE finally agree pharmacist role- awaiting confirmation of terms.

5.0 Dr Rush also gave a brief verbal update on practice issues.

6.0 AOB

DS reminded the Chair that Item 4 on the Agenda - National Association of Patient Participation (NAPP)' had been overlooked. JW apologised – it was not intentional and explained that she had reported DS's interest in the group joining the NAPP. After further discussion it was agreed that KM would ask the Directors at their meeting on 21 July if they would pay £60.00 for the membership fee and JW asked DS if he would be interested in attending future meetings of NAPP.

JW closed the meeting at 8.15pm and KM reminded members that the next meeting would be on **18.09.2017 at 7pm.**