

Royal Crescent and Preston Road Practice

Practice Patient Participation Group Meeting

The Park Community Centre 04/09/2018

Minutes of Meeting

Welcome and Introduction:

Peter Cameron-Royal Crescent Surgery PPG Chairman
Leslie Senior-Preston Surgery PPG Chairman
Jon Orrell-GP Partner and Councillor
Sandra Maddison-Practice Manager
Leanne Birch-RCS Surgery Manager
Tracey Scorer-PPG Coordinator

A Doctor and a Councillor – Dr Jon Orrell

Jon Orrell spoke of himself as a general specialist which did not reflect the division of the NHS into small partialist areas of concern. He outlined the early parts of his career as the accepted definition of a GP as a prescriber, a ‘pill doctor’ not considering a more holistic approach to medicine serving both the mind and the body, The NHS operated more as a National Sickness rather than Health Service. He felt his extended remit now involved him in wider issues. Good health can be delivered through wider social determinants such as good housing, warm domestic environments, nourishing food and not through prescribed medication. He defined three key determinants:

1. People are less active. One example was there had been a switch from 95% of children walking to school to 95% being taken to school by cars. A perception of public threat, increased road traffic posing a danger to children on bikes meant both adults and children are now having much less exercise. More children are now developing allergies, and illnesses such as asthma – we have become too sterile!
2. Domestic housing could be improved through agencies such as the HEAT Melcombe Regis scheme, who have secured funding to provide up to 500 eligible households in Melcombe Regis with free gas central heating systems, to include free mains gas connections where needed. Houses originally built on reclaimed marshland encouraged respiratory problems such as asthma, a health problem which has shown a significant increase. Warmer dwellings could lessen these issues.
3. We need to return to being more proactive with our outdoor environment. Jon spoke of studies showing differing levels of mental health and other medical issues in blocks of flats where the accommodation which had paths with greenery, trees, shrubbery etc promoted a greater sense of wellbeing.
Studies have shown a 50% improvement in mental health and wellbeing when having more access to green and natural areas, similarly a 50% improvement in mental health with antidepressants.
We have become more obsessed with sterile environments when in fact our immune systems benefit from healthy bacteria. Evidence has indicated that sterile environments, such as hospitals, can in fact encourage health problems. We are also exposed to more harmful everyday products in use.

The promotion of a ‘healthy town/community’ promoted initially from New Zealand where people grow their own food either in allotments or collectively is an idea for a Dorset County Council owned property, Tumbledown Farm, which could be a significant pilot development for promoting a wider awareness of self-help to good health. The city of Bath had one such development.

The Practice will shortly be appointing a person to act as a ‘Social Prescriber’, signposting people to a wide range of activities across all areas promoting good mental and physical health. Several examples were mentioned such

as Walking for Health, access to the RSPB, and a 6-week gym membership. Jon quoted social alienation as a barrier to good health and encouraged social interaction.

Leslie informed the group of the Preston Community Angels who can offer help and support in many ways. Its aim is to provide a support service for the people of Littlemoor, Osmington, Overcombe, Preston, Poxwell and Sutton Poyntz, that emphasises neighbourly kindness. They can offer help and support with befriending, shopping and small errands, transport, accompanied walks, gardening, dog walking and companionship.

It was also mentioned that the Park Community Centre have a varied diary of weekly events, from Badminton, Bowls, Table Tennis, Keep fit, Singing, and an over 50s friendship club., all good ways to get out for some exercise and social interaction.

Groups such as the Patient Participation Group have a real role to play in promoting good health and inclusion in activities to encourage this aim.

Healthy Living Event-review and evaluation

Peter Cameron presented a brief review and evaluation of the Healthy Living Event held in May led by the Practice PPG. This pilot event was created after patient feedback stated they would like more information on local services and what these services do.

The event took place as an exhibition and contained a wide range of agencies working in public health and public services. We had an opportunity to visit each exhibitor, talk, take part and learn about ways to improve personal health and safety. There were healthy cooking displays and food from the Friendly Food Club, Tango Dancing to join in, as dance therapy, a complementary falls prevention programme being run by Occupational Therapists from the Community Rehabilitation team. Dieticians on offer with body composition analysis scales, and an excellent stand from Diabetes UK with items of food and drink clearly showing how much sugar they have and much more.

Feedback evaluation from the day rated the event as very good 50% and 40% stated Excellent!

There was a clear link to be made with today's key speaker comments about wellbeing promoting good health. More detailed information of the day was available at the meeting from a first-class display of evidence and photographs provided by Tracey Scorer, who led the day superbly.

There will be further such events but perhaps next time we will not clash with a royal wedding!

Review of PPG Networking Event – Dorford Centre 24/05/2018

Tracey Scorer gave a brief review of the last county wide PPG networking event. These events are held for PPG members, Practice Managers and anyone else who would like to find out more about their PPGs. The event is run by the Dorset Clinical Commissioning Group, and they hold 3-4 events a year. We were proud to showcase our Practice PPG at the event and delivered a presentation of how our PPG groups worked together in creating and planning the Healthy Living Event.

The presentation went down very well, and we had lots of questions from other PPG members interested in holding similar events. We explained how we went about advertising, planning and contacting the various local services for the event.

There was also a presentation from **John Davey –The Regional Liaison Adviser for the General Medical Council** who discussed '**Working with doctors - Working for patients**'

The main objective of the General Council is to protect, promote and maintain the health and safety of the public. Before an individual can work as a doctor in the UK they must be licenced by the GMC or on the register and the GMC must be satisfied that they:

- can provide good care
- will put patient safety first
- will treat patients as individuals

- are honest and trustworthy.

Some points to remember:

- Your doctor should actively involve you in decisions about your care.
- Your doctor should give you enough information about your treatment and care and should ensure you are aware of all your options, including any possible risks associated with them.
- Patients and doctors should make decisions together

There is a GMC confidential Helpline number which you can call if you are concerned at any time with the treatment or care you have received.

Call Centre: 0161 9236 602

GMC Confidential Helpline 0161 9236 399

The next PPG Networking Event will be held in November and there are plans to have a 'Technology theme.

GP Patient Survey

Sandra Maddison discussed the results from the recent GP Patient Survey, and was pleased to report that:

100% of patients felt their needs were met during their last appointment.

100% said they were involved as much as they wanted to be in decisions about their care and treatment.

98% found it easy to get through on the telephone.

In all other areas scores of over 90% were given. Sandra stated that the Practice would not rest on its laurels but continue to work with all concerned through discussion, training, evaluation and review to maintain its standards of delivery.

To see the full results and compare us to other surgeries visit www.gp-patient.co.uk and search for *Royal Crescent Surgery DT4 7BY*.

Flu Season2018

Leanne informed the group of the changes to the flu vaccination programme nationally this year. There are now 2 vaccines available. The reason for this change is to introduce a vaccine for older people which is more effective. The two vaccines are being delivered on several different dates which means we are not able to vaccinate all at risk groups at the same time. Due to these changes the Practice has decided to prioritise the delivery of the programme to vaccinate the most at risk patients first.

Pharmacies will also be offering to vaccinate patients and will not be prioritising at risk groups. The GPs have asked for our patients to support the Practice by having their flu vaccine with them.

It would be very much appreciated if any PPG members are able to volunteer to help at the flu clinics either by manning the PPG stand, helping with refreshments, directing patients or parking. PPG members wishing to volunteer were asked to contact Tracey, who will forward further information on the dates of the clinics.

Deep Mind (Google AI) – Wearable Technology

James McMahon, spoke briefly on the subject of the role of Technology in Medicine for the future. In his capacity as a Patient Research Ambassador he is seeking to involve members of the PPG to form a separate group, to discuss how technology can improve patient experiences in promoting their own wellbeing and identifying future possible health issues. He is seeking to set up a workshop for all participants in November exploring some of the issues raised in utilising future technologies. Please visit the web address below to view a video for further explanation. If you would be interested in joining this group or to find out more, please contact Tracey Scorer – PPG Coordinator for **James McMahon** email address.

Making Research Better – Irene's story

<https://www.youtube.com/watch?v=IUL4G2MpBqo&>

AOB

- It was suggested Dr Chennell come along to the next PPG meeting to discuss the Dorset Care Record and his involvement in this.
- A member asked if patients could bring their dogs into reception, if it was for a quick prescription collection for example. Sandra will look further into this and report back to the PPG.

The meeting closed at 5.30. Thank you to all concerned for presenting and attending.

Further information and links to services:

Heat Melcombe Regis	Tel 01305 550556	www.heatmelcomberegis.org.uk
Park Community Centre	Tel: 01305 839579	www.theparkarea.co.uk
Walking For Health	Tel: 01305 838497	Email: walkwithyou@dorset.gov.uk
Preston Community Angels	Tel 01305 834866	Email: standrewsangels@hotmail.co.uk

Minutes completed by Peter Cameron & Tracey Scorer 12/09/2018
