

Minutes of Nailsworth Health Partnership Meeting. At Prices Mill Surgery,
Newmarket Road, Nailsworth. 5th July 2012 7.30 p.m.

Present

Marilyn Miles

Pam Browne

Elfie Klinger

Rosalind John

Nick White

Tony Burton

Aileen Bendell

Richard Easthorpe

Paul Young

Jo Hofman

Sally Millett

1 **Apologies.** Roz Mulhall, Duncan Mann, John Miles, Betty Young

2 **Introduction and welcome to guests.** After introducing ourselves, Marilyn welcomed Rosalind John as a new member..

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3 **Appointment of Secretary**

A nomination for Sally Millett to be appointed in this role had been received from Liz Green. It was unanimously accepted by those present.

4 **Minutes of last meeting April 4th 2012**

These were accepted as correct.

5 **Matters arising not covered by the agenda**

Nick White reported the safe early arrival of a baby son to Kelly Haines.

6 **BIG Lottery Grant**

Community Defibrillator cPAD

Dr Elfie Klinger had had a meeting with Stefan, manager at Tesco Express in Old Market, Nailsworth. She had been able to answer some of his concerns - he thought the patient would be brought to the shop for treatment but it was explained that the cPAD is totally portable and would be taken to the patient. He is now very committed to the idea of the cPAD being sited on the outside wall of the shop. The suggested position is at the side rather than on the front. This was discussed and agreed, the recommendation was for the wall where the recycling containers are located. The other side is used for parking. It was also noted that this wall has an air conditioning unit already in place which would make access to an electricity supply easier to organise. Stefan had asked for a yearly £20 donation to cover cost of electricity. He is very keen that some of his assistants are trained in the use of the cPAD.

TRAINING Volunteers will be given training in the use of cPAD. CPR should be commenced immediately, the value of doing this was demonstrated recently when a gentleman suffered a heart attack whilst shopping in Morrisons and the first aiders were able to carry out CPR until the paramedics arrived. The cPAD is easy to use and gives clear instruction to the person using it both on its use and when to re commence CPR. This will continue until the arrival of the ambulance. Dr Elfie Klinger is hoping to have the awareness training in place by the end of July Marilyn Miles reported that Gotherington already have a cPAD in their village and they have 57 volunteers trained. They have caught the interest of the children by asking them to check to see if the light is still on when they come to school in the morning. . Marilyn agreed to speak to the Community HeartBeat trust about the training that will be offered and the numbers that can participate (*subsequent to the meeting – the awareness training does not include CPR but this can be purchased later. Any number can attend the awareness training*)

Dr Elfie Klinger has offered to do a two weekly check on the cPAD function.

Sessions for Mothers and young children/Intergenerational physical activities

The arrangements for putting these in place are on- going. Marilyn Miles has had a meeting with Jane Bullows relating to the Health and Wellbeing services run by Stroud District Council. There is grant money available and it is possible we could apply for this to supplement what we are doing at the Arkell Centre or for additional activities. .

HEALTH FAIR

Nick White and Jo Hofman have agreed to organise this in 2013. It will be in either late spring or early summer.

REPORTS FROM SUB GROUPS

TALKS NICK White is doing the next one. Its theme is Back Pain and will be held in October in the Arkell Centre Forest Green.

Jo Hofman is to repeat the video on Gluten intolerance in November.

WALKS

Pam Browne Chair of the walking group presented the minutes of 22nd May which was a “wash up” meeting at the end of the walking festival. The general feeling was this had been a successful event and this was supported by the comments on the feedback forms. Two additional walks had been suggested - a fungi walk [Jo has a contact] and a glow worm walk [Pam has a contact]. It was suggested next years’ Geocaching event should be advertised on Facebook. The committee agreed that planning for the next event needed to be started as early as possible so as to avoid the problems that had arisen this year. There was also a suggestion that the walks event became part of the Nailsworth Festival. Marilyn Miles agreed to approach the Nailsworth Festival Chairman.

Jo Hofman expressed concern that there were some clashes with the textile and the Open Studios events and suggested dates for these events are researched for next year to avoid clashes. Jo Hofman will check this out.

Pam Browne advised she was stepping down as chair of the group but would be willing to be available to help and advise.

Marilyn Miles proposed a vote of thanks to Pam for all her hard work which had made the event so successful.

WEBSITE

This is being led by Duncan Mann and Paul Hofman and is in progress

DIRECTORY

Nick brought a copy of this to the meeting. The cover is to be in colour with the NHP LOGO and the Lottery fund logo on the front. Inserts will be in black and white.

Paul Young suggested that as well as the Nailsworth Town Shield there should also be the one for Horsley Parish Council to show inclusion. There was a recommendation that a photo of the cPAD should be included on the outside of the back cover and this was agreed by all present. There was a suggestion that the heading Nailsworth HEALTH partnership on the front cover should have the N and the P in capitals

LOGO. Nick brought a copy of the LOGO designed by LUCY Guenot. All present liked it and voted to accept it including its colour which is green and modifying to capitals the N and the P.

FUNDING AND TREASURER REPORT

Paul Young treasurer stated that invoices presented for payment from the BIG Lottery funding must show a link to the headings the award was applied for, also all original receipts and invoices have to be handed in to Paul and there is also a form which needs filling in and signing at the end of the grant.

Items to the value of £100 can be paid for in cash with appropriate receipts supplied. All items over £100 have to be paid for by cheque to provide an audit trail. The lottery grant has been awarded to fund the launching of the Nailsworth Health Partnership. Paul stated that his records show the Lottery funding was received in bank on the 11th May 2012.

WALKING FESTIVAL

Income: £165 +donation £50 - after deduction of expenses. Balance of £90. There is still a small amount to be paid for the banners.

VIDEO/talk

Income: £82.65 after deduction of expenses £35 balance

Talk by NATHAN HUGHES at the Arkell Centre

Income £107. After deduction of expenses £46 balance

PATIENT PARTICIPATION GROUP

Duncan Mann provided a written report on the outcomes of the Patient Survey which has been presented to the Patient Participation Group. (Attached as an appendix to these minutes)

DATE OF NEXT MEETING

Thursday November 1st at 7.30 pm. Venue to be confirmed but likely to be Nailsworth Natural Health centre

Any other business

Walking Leadership Training: Rosalind John and Marilyn Miles have met with Jane Bullows at Stroud District Council and Rosalind has volunteered to do some walking leadership training. This could also help with the Health Partnership walks. The training is one session of 3 hours during the second half of August.

Tony Burton is a volunteer at **Nailsworth Library**. When he attended on the Tuesday he discovered that the Library club was still happening but there is a need for this to be promoted as poorly attended at the present time. There is a possibility the Library will be closing on a Tuesday so suggested we waited until the hours were clarified and which day the club could be run before we tried to develop interest. Meeting closed at 8.45 p.m.

Appendix 1.

Report from PPG for July 5th meeting of NHP.

The PPG has accomplished what it needed to in 2012/13. The practice fulfilled the requirements of the Enhanced Service for Patient Participation for 2011/12 – and have been paid accordingly. We are very mindful of the pragmatic and helpful approach taken to this by the PPG and it will need to be repeated in 2012/13. The results of the practice survey were published online on the practice website in full at the end of April for public consumption.

: Summary of Action points

	Acton Point	By Whom	By when	Update
1	Make patients more aware of the surgery website	PMS/ PPG	2012	Work in progress
2	Increase number of patients registered to use web based services from 600 to 1000	PMS	April 2013	Work in progress
3	Improving methods of giving information to patients about the services of the practice in addition to web-based information	PMS	Summer 2012	Practice leaflets now freely available in reception, rather than just being given to new patients.
4	Use SMS text messaging to remind patients of appointment dates to reduce the number of DNAs	PMS	Autumn 2012	On track for implementation with installation of new clinical computer system scheduled for 3 rd October 2012

5	Publish regular newsletters to be sent via email and to be available in the reception and waiting areas of the surgery	PMS/ PPG	Summer 2012	Currently in draft
6	Keeping patients informed in real time when there are delays in their appointment times – revise touch screen check in system and give verbal information to those who check in at the reception desk	PMS	May 2013	Automated system software now updated to accomplish this task – has been well received by patients! Reception staff briefed again to ensure that they inform patients checking in over the reception desk of any delays.
7	Improve the perception of the triage system as some patients see this as a secondary substitute for practitioner availability. Develop a more standardised script for telephone enquiries and produce information sheet	PMS	May 2012	Work in progress. We have met with the staff to discuss and a standardised script is under development.
8	Recruit more involvement in the PPG from under represented groups – younger, those of working age and possibly those of ethnic minorities (those numbers in these groups are very small)	PMS/ PPG	April 2013	We need to focus on this over the Summer and Autumn months – as yet, the group has not begun to address this.
9	Have a physical presence of the PPG to increase profile of practice	PPG	April 2013	We (PMS) wondered if we should produce an information board in the practice giving details of the PPG, its purpose and its officers, in order to increase the profile of the group. For discussion at next PPG meeting.
10	PPG to review with the practice the comfort levels of the waiting room	PMS/P PG	Summer 2012	To be reviewed. We are currently obtaining quotations for new curtains and seat cushions.
11	Develop and refine processes to find out views and opinions of patients about the practice - to include the installation of a feedback kiosk in reception area and possibly focus groups	PMS/P PG	Autumn 2013	Funding secured for this project, software under development.

12	Move the suggestion box to a more prominent position and encourage feedback both positive and negative	PMS	May 2012	Done
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For 2012/13, we can hopefully move forward to using the PPG as a vehicle for involving patients in the practice's continued development. This will be a challenging year, given the migration to a new computer system in October, and the work associated with registration with the Care Quality Commission (CQC), and we would like to keep the PPG and patients generally up to speed with these developments.

Duncan Mann Practice Manager