



**Prices Mill Surgery Patient Participation Group**  
**<http://www.pricesmill.co.uk/ppg.aspx>**

Part of  
Nailsworth Health Partnership  
[www.nailsworthhealthpartnership.org](http://www.nailsworthhealthpartnership.org)

**Minutes of PPG meeting Wednesday December 8<sup>th</sup> 2015**

1. **Present:** Marilyn Miles, Sally Millett, Richard Easthope, Jo May, Alison Anderson, Betty and Paul Young. Dr Meikle (part)

**Apologies:** John Miles, Kate Kay, Aileen Bendall, Dr. Tom Herbert. Hazel Millar

- 2 **Minutes of last meeting** 21st October 2015

One correction - Trish is business assistant not manager.

- 3 **Matters arising:**

a] Nailsworth Health Fair report - because Hazel could not attend this has been held over to the next meeting.

b] Alison has suggested Trish attends the next meeting to do a short presentation on her role at Prices Mill.

c] A new practice manager , Susie Colley, has been appointed. She joins the practice on the 25<sup>th</sup> of January 2016 . Alison will work with her for a short time and will introduce her to appropriate people.

d] Marilyn has proposed that Jo May goes on the circulation rota for minutes and related information. This was agreed.

e] **Mental Health Issues:** Richard raised a query reference Megan Lucas [counsellor] who is now working from home rather than the surgery. She lives in Box and concern was raised about accessibility. Richard had met with a patient who had not been able to travel to an appointment with Megan. Alison explained it had not been possible to continue with the arrangement of giving Megan a room for 3 days a week because of lack of space. There was still the option for Megan to book a room if a patient asked to see her at the surgery.

Within Prices Mill there is a Mental Health Nurse - Lucy - attending one day a week . There is also a LETS TALK counsellor on a weekly basis and a psychiatrist who attends once a month.

There are two other groups available to help. Turning Point this is open to everyone and Talk to Frank which is specifically for teenagers. Turning point is not open for those with mental health problems which are related to drug use.

5 **The Way Forward:** Alison will create a display to be put in the Foyer of the surgery based on a "You Said We Did" theme to show patients how the PPG highlight areas and how concerns are listened to and dealt with

Paul suggested we look at re-instating talks. We had had two in 2013/14 which had dealt with Dementia and Back problems. Alison offered the meeting room at the surgery free of charge. To find out what subjects would be of interest it was agreed

- to ask Sam Pereira to circulate the NHP membership. [Sally Millett to do]
- To put a question onto the web-site [Marilyn Miles]
- Also put it onto the screen in the waiting room with slips of paper available for ideas to be written down. [Alison Anderson]
- Item in Nailsworth News. [Marilyn Miles]
- It would also be valuable to circulate the question around the staff at the surgery. [Jo May]

NHP have a very successful Gluten Free group which Paul Young recently attended. They are to set up their own web-site which will be linked to the NHP web-site. Maybe also there could be a link to the new cafe in Market Street which offers vegan and gluten free products.

**Promotion of the PPG :** There was a suggestion to create an A5 poster ref. the PPG group which could be displayed at other venues around the town and which would carry the chair's contact details and a link to the Prices Mill web-site. [Alison agreed to create a poster]

The Surgery News Letter could go to the TIC , The Arkell Centre maybe the library. Marilyn will write up a report about the recent work of the PPG for inclusion in the February edition of Nailsworth News.

**e] Meeting with Tracy Young Youth Leader** [See appendix A for full report]

The following was agreed:

- In addition to her work with young people through the Youth Club Tracy runs a sexual awareness group at the Arkell centre once a month where youngsters can talk in confidence. The surgery was supportive of the idea that the surgery could use this time for other health information.
- The surgery is happy to offer a visit as part of the Junior Warden scheme in the summer of 2016.
- There was concern that some older teenagers may have problems visiting the surgery and it was agreed they can talk to a doctor/nurse in confidence but if they are under 18 there may be a need to share the information with others for example child protection issues. Dr Meikle was supportive of the suggestion that a small group of youngsters could visit the surgery and perhaps meet some of the staff including doctors and nurses
- Marilyn Miles will feed back to Tracy Young

**6 Volunteer Car Service** Discussion on this report from Liz Green held over to next meeting as Liz was unable to attend the meeting.

## **7 Invitations to future meetings:**

Dr. Tom Herbert.

Trish- business assistant

Emma Horrell. Takes referrals for social prescribing and is based at the surgery

**8 Questionnaire for patients:** Alison said there would be a questionnaire going out to patients in 2016 to which the PPG could add some questions. What do we want to ask them? This will be an item for our next meeting. Some suggestions were

- Is the information on the waiting room screen what they find useful?
- Do they know about the Surgery News Letter?

**9 Any other business.** Betty Young raised concerns about hospital discharges are the doctors told quickly enough and is there adequate aftercare put in place. We had a brief discussion but it was agreed this is not an area we can influence although we need to be aware if our patients are suffering from these problems.

## **10 Dates of next meetings: 2016**

**February Thursday 18<sup>th</sup> 1.00 – 2.30pm**

**April Wednesday 27<sup>th</sup> 1.00 – 2 30pm**

## **Appendix 1**

### **Report on visit to Tracy Young, Nailsworth Youth club worker. 3<sup>rd</sup> December 2015**

1. The Nailsworth Youth Club (called The Junction) meets on 3 evenings a week
  - a. Tuesdays. age 13+ from 7:00 to 9:00
  - b. Wednesdays. age 8-11 5:30 to 7:00
  - c. Fridays. age 11-14 6:30 to 8:30
2. We talked about dedicated sessions at the surgery for young people but decided (even if remote working and secure connections could be achieved) that this was not feasible either at Prices Mill or elsewhere in the town. In Wotton, the surgery there does offer 1 hour a week dedicated to young people but all the school children from the secondary school (Katherine Lady Berkeley) have to walk past the Chipping surgery to get home. Also having a secondary school in the town makes a difference as Nailsworth teenagers all have to be bussed out of town.
3. The Youth Club have set up a monthly sexual health drop-in (1<sup>st</sup> Tuesday of the month) at the Arkell centre 3:30 to 4:30 for teenagers aged 14+. It is supported by Youth Support team (they offer sign up to C. Card, Chlamydia testing and advice and information). Tracy meets the school bus and hands out flyers to the youngsters as they get off the bus. She has had over a dozen this way and would be happy to facilitate staff from the surgery coming during that time to give advice and information on other health topics.
4. In terms of the Junior Warden's course (age 8 to 11) she would be very happy to arrange to walk them down to the surgery (this is held Thursdays 5.30 to 7pm) and as it is in the summer it will be light). She thought a tour round the surgery would be very beneficial.

Many of them (especially the boys) have no clue who is their doctor and letting them see the surgery layout, that appointments are private and which professionals work there would fit in well with the curriculum of the course.

5. Tracy also wondered whether it would be possible for the surgery to write directly to young people at say 14 or 16 or even 18 to let them know that they have reached the age where they can see a doctor or a nurse on their own and without their parent's being told. She has taken at least 2 young people to the surgery who did not want their parents to know they were seeing the doctor/nurse.
6. Tracy was happy for me to come to the youth club and talk informally to the young people about the surgery and the PPG – a bit like the “focus” groups I led at the Sheltered Housing complexes last autumn.
7. I understand that last Monday (November 30<sup>th</sup>) The Clinical Commissioning Group held a meeting for district and town councillors about health and well being (it included those beyond Nailsworth). It may also have been about the forthcoming 5 year plan. Hannah Gorf was the main speaker and was excellent. As she said that on average people see a doctor 3 hours a year and the rest of the time their health and well-being is determined more by their home, community, environment, work place etc.

Marilyn Miles

Chair Prices Mill PPG. 4<sup>th</sup> December 2015