

Notes from the Elmswood Surgery Patient Group Meeting

Wednesday April 11th 2018

Present: Derek Huett, Shelagh Clarke, Magrit Mitchell, John Hackett, Richard Mayer, Irfan Malik, Suzanna van Schaick, Charlie Wilson, Helen and Edward Skardowa.

Apologies: Amanda Roberts, Richard Buckwell, Sue Wilson, Mary Spencer, Sue Dunn

We had a visit from Richard Mayer for the now merged Healthwatch Nottingham and Nottinghamshire.

He outlined how Healthwatch schemes had come into existence following the Health and Social Care Act 2010. There are about 150 across the England. Our local unit is small with a staff of 10. Although under the local authority they are funded through a separate source of money.

Their function is basically to garner information about the service-user experience, drawn from local bodies and individuals. Networking is very important and, for example, prior to CQC visits is consulted about the provision to be inspected. Healthwatch follows up themes that seem to keep recurring, although where individual issues are dealt with, the service user is more likely to be signposted to the appropriate place or person.

The mechanism for dealing with issues is through a bi-monthly meeting of a so-called Prioritisation Panel which comprises professionals, but acting in their capacity as service users and other people from the community.

Richard gave examples of Healthwatch locally being involved and having information: the appliance provider's service not up to scratch following a change of contractor, dementia diagnosis follow up, or lack thereof, and the current issue of the Treatment Centre contract with Circle.

Richard distributed a questionnaire about Adult Safeguarding which we completed – with direct feedback.

The group was shown a flyer about the Women-only Race for Life that some of the surgery staff are undertaking on Sunday June 3rd <https://raceforlife.cancerresearchuk.org/find-an-event/victoria-embankment-5k-2018-06-03-0000> . All funds raised will go to Cancer Research on all cancers. There should be a box at reception for all donations, or donating on line is possible through the Cancer Research UK website <https://raceforlife.cancerresearchuk.org/about-us/donate> and just click on "DONATE".

Next meeting is on Friday May 11th at 2pm. Valentina Lazarevic and Jane Coleman will update us on the Surgery's research activity.