

# ELMSWOOD SURGERY PATIENT PARTICIPATION GROUP MEETING

Friday 8th September 2017 2pm

**Present:** Ken Brown, John Hackett, DrTajammul Hassain(GP registrar), Ingrid Reid, Amanda Roberts, Mary Simpson, Dr Vinay Shankar, Helen and Edward Skardowa, Rose Thompson, Charlie Wilson

**Apologies:** Shelagh Clarke, Jim and Helen Greig, Irfan Malik , Magrit Mitchell.

## Topics discussed:

1. What happens when a patient moves out of our practice area
2. Best and worst surgeries in Nottinghamshire  
<http://www.nottinghampost.com/news/health/best-worst-gp-surgeries-nottinghamshire-191573>
3. Our group's aims <https://www.surveymonkey.co.uk/r/RSP7Y2V>

### 1. What happens when a patient moves out of our practice area

Mary Simpson (practice manager) gave us a thorough overview (see.. for more details).

Things that came out of this were:

There is no discrimination.

Our surgery is not part of the optional government scheme which allows patients to choose to use surgeries outside their catchment area.

If you are ill whilst temporarily out of the area (eg on holiday) you can register as a temporary resident.

Children's healthcare when divorced parents share caring but live in two different surgery catchment areas could be a problem.

Drug or alcoholic abusers might be tempted to attempt to obtain painkillers etc from multiple surgeries. This relies on GP's skill to spot it and there is no formal system. There is good co-operation between surgeries locally and an informal alert may sometimes be sent.

### 2. Best and worst surgeries in Nottinghamshire

Rose Thompson brought this to our attention. As expected practices in wealthier areas topped the list. Any practice that got less than 50 responses from patients was excluded.

In my experience that could effectively exclude quite a few people with learning disabilities.

Many of our Black and Minority Ethnic service users appear to have undiagnosed dyslexia, or were excluded from education at an early age. Basic reading and writing can still be a challenge, particularly in deprived local Wards. Not sure if the questions were produced in other languages either.

Not sure how useful these lists really are given the challenges of including as many diverse service users as possible. And they do not reflect such things as Care Quality Commission visits. Perhaps a better guide is the NHS Choices' website

<http://www.nhs.uk/Services/gp/Overview/DefaultView.aspx?id=40272>

### 3. Our group's aims

As agreed at the last meeting, we are looking to find out your ideas about what the group's aims should be. **Please click on this link to let us know your thoughts** – it should only take a minute or so for you to complete the poll <https://www.surveymonkey.co.uk/r/RSP7Y2V>

We agreed to send this out to everyone in a separate email. We will also ask patients at the forthcoming flu clinics (23<sup>rd</sup> and 30<sup>th</sup> September and 14<sup>th</sup> October).

## Our next meetings:

## **ELMSWOOD SURGERY PATIENT PARTICIPATION GROUP MEETING**

- Wednesday 11th October 2017 6.30pm Richard Henderson will be talking about the East Midlands Ambulance Service
- Friday 10th November 2017 2pm Dr Mark Orme and Maxine Whelan about Diabetes research
- Friday 15th December 2017 2pm (possibly Liz Sockett, researcher, via John Hackett)
- Wednesday 7th February 2018 6.30pm
- Friday 9<sup>th</sup> March 2018 2pm Sue Hall Antimicrobial Resistance  
<http://www.telegraph.co.uk/health-fitness/body/truth-antibiotics-do-really-need-take-full-course/>
- Wednesday 11<sup>th</sup> April 2018 6.30pm
- Friday 11<sup>th</sup> May 2018 2pm Valentina Lazarevic (CRN) and Jane Coleman about our Research activity
- Wednesday 13<sup>th</sup> June 2018 6.30pm

Hope to see you at our next meeting which will take place in the meeting room upstairs at Elmswood Surgery. For the 6.30pm meetings please note that the surgery **closes at 6.30pm**, so you need to arrive a few minutes before.

### **Our surgery's news**

#### **Annual flu clinics**

We are holding our annual Saturday flu clinics on 23rd and 30th September, and the 14th October. The receptionists will be happy to take your booking on the phone or in person for these, if you are aged 65 or over, or your medical condition means that you are in an "at risk" group.

#### **Staff training**

Every two months (but sometimes more often) the practice will be closed on a Tuesday afternoon to allow protected staff training time. We need to do this to keep up with changes and developments which affect the practice. On these afternoons the phones will be switched off for up to five hours, reception may be closed, and any urgent needs will be directed to the out of hours service. The next date is 12th September 2017

#### **Texting service**

We have a texting service to remind patients of booked appointments. If we do not have your mobile number and you would like to take advantage of this service, please let us know so we can update your records. If we have your mobile number but you may have forgotten to update it on our records please let us know.

We will also be able to use this to remind patients to come for flu jabs, for example.

We hope you like this service!

### **In the news**

#### **Live online childhood eczema Question and Answer session for patients**

14th September, 4.30-5.30pm

with Consultant Dermatologist Professor Hywel Williams  
and Dermatology Nurse Consultant Sandra Lawton

For more information visit: [www.eczema.org/online-eczema-ga](http://www.eczema.org/online-eczema-ga)

## ELMSWOOD SURGERY PATIENT PARTICIPATION GROUP MEETING

**Mindfulness taster sessions** are being held at the New Art Exchange on Sunday 17 September  
<https://www.nottinghamcounsellingcentre.org.uk/Event/mindfulness>

**Nottingham Carers Conference** will be on 23 November 17 at the Indian Community Centre, 99 Hucknall Rd 11am -3pm

**Nottingham Senior Support Group** is here for older people from any African community in Nottingham. Senior Support exists to work with the over 55s to be a source of advice and information, of friendship, and of opportunities to be active and to socialise.

We respect our community elders but the UK lifestyle with its pressures of work sometimes mean that our elders get isolated, lonely, and cut-off from life. Senior Support takes that pressure away. Our volunteers speak the African languages that your elders need so they can communicate and be comfortable.

We meet every week in the city centre to socialise as a group and to help one another with advice and information. Our Senior Support volunteers also do home visits and can provide help over the telephone. We organise day trips and gentle exercise activities. We ask guest speakers to come and talk about subjects of interest to our members.

Please think about the elders in your community and family and tell them about our group. Ask them to call Madiya on 07538 544374 to find out more. The weekly sessions take place at the 'Life at the Centre' Church on Lower Parliament Street opposite the Victoria Centre on Wednesday mornings between 10am and 12midday.

### **"A History of QMC" – Paul Swift**

To coincide with QMC's 40th Anniversary, archivist Paul Smith has written a book celebrating the 40 year history of the QMC <http://www.nottinghamhospitalshistory.co.uk/page26.html>

**Healthwatch** are currently asking everyone in Nottingham and Nottinghamshire to let them know what **influences your healthy living choices**.

If you would like to complete their very short survey (should take no more than 2 minutes) please visit: <https://www.snapsurveys.com/wh/s.asp?k=149994103273&s=CCNews>

### **Nottinghamshire Police Neighbourhood Priority Survey**

With the Neighbourhood Priority Survey, you can have your say about what issues are important to you and what you want your Neighbourhood Policing Team to focus on.

It allows you to say what is happening in your area and when, and what issues should be focused on. You can fill it in as often as you think necessary, but bear in mind that the responses are collected and analysed every three months. Every three months, a report is sent to the Inspector for your neighbourhood telling them what people in the area want to be the priorities for local police.

Please note that it may take 15-20 minutes to complete and make sure that you drag the pinpoint on the maps to note where the issues are for it to register properly.

**\*\* Complete the survey here** (<http://www.neighbourhoodprioritysurvey.co.uk/>)

### **Calling all carers! - FREE EVENTS**

Roadshows are coming to a neighbourhood near you.

- Find out about local carer services and support
- Talk to carers, service providers and service planners
- Find out about rights and benefits

## ELMSWOOD SURGERY PATIENT PARTICIPATION GROUP MEETING

- Meet carers and share experiences
- Air your views
- Browse the marketplace

8th September - Cornerstone Health Centre, Clifton, Nottingham

12th September - Mary Potter Health Centre, Hyson Green, Nottingham

14th September - Kings Mill Hospital Mansfield

All the above events start at 10am.

For more information or for further dates across the county, contact Nottinghamshire Carers Hub: 0115 824 8824.

### **Adoption Panel Members wanted**

Recruitment for new members of Family Care Adoption Panel is ongoing <http://www.familycare-nottingham.org.uk/vacancies/panel-members/>

### **Integrated Personal Commissioning**

There is a new way of working together across health & social care, called Integrated Personal Commissioning. This is a chance to:

- ✓ Learn about what Integrated Personal Commissioning ('Personalised Care') is.
- ✓ Think about how to improve people's experience of health and social care.
- ✓ Hear about how we want to involve people in its development, to make sure this is really driven by people who use health and social care services.

There will be 2 workshops held on **Thursday 5 October 2017**. Sessions will run from **10.00am – 12.00pm (refreshments available from 9.30am)** and **1.00pm – 3.00pm (refreshments available from 12.30pm)**, at Nottingham CVS, 7 Mansfield Road, Nottingham, NG1 3FB. If you'd like to come along, please contact Donna Strain on [donna.strain@nhs.net](mailto:donna.strain@nhs.net), or by telephone on 0115 883 9202.

### **Inside Pathology Open Day**

**Date:** 23 September 2017

**Time:** 10:00 - 1:00 pm

**Venue:** Pathology Laboratories, Queen's Medical Centre, Nottingham

The Inside Pathology Open Day is an opportunity to see what happens in the biggest laboratory based at Queen's Medical Centre.

This Open Day is aimed at anyone with an interest in pathology who would like to find out more about this fascinating area of health science. Book your place now to see the science behind blood tests, how diseases such as diabetes, cancer and leukemia are detected and discover the role pathology plays in providing your care.

You can book places online here or by contacting Rachael Tucker by email: [rachael.tucker2@nuh.nhs.uk](mailto:rachael.tucker2@nuh.nhs.uk) or by phone 0115 924 9924 EXT 55073

### **Other groups of interest**

**PASAD – Schizo-Affective, Hearing voices or Paranoia support group**, morning meetings in Broxtowe Day Service. For more details phone Lydia 07914791074. Meetings are always the second Thursday in the month

### **CityCare Patient Experience Group**

This group is open to any residents in the City and by attending you will get updates on the over 60 health services provided by the CityCare: and be able to voice your experiences too. Friday 27 October 2017 – 1pm to 3.30pm

**ELMSWOOD SURGERY  
PATIENT PARTICIPATION GROUP MEETING**

Monday 22 January 2018 – 1pm to 3.30pm

These meetings will all be held at: The Exchange Building , Alfreton Road, Nottingham NG7 3NW

**The Nottingham Keep our NHS Public** group meets on the last Thursday of each month at the Visitor Centre, Castle Rock Brewery (Vat & Fiddle), 12 - 14 Queensbridge Rd, NG2 1NB from 7.30pm More information about the group: <https://keepournhspublic.com/support-konp/find-a-local-group/nottingham/>