

ROSEDEAN HOUSE SURGERY PATIENT PARTICIPATION GROUP

MINUTES OF MEETING HELD ON 18th April 2023 at the Eliot Hotel, Liskeard

Present: 7 Members, Toni Graves, Deputy Practice Manager, Olivia, Practice Co-Ordinator and Julia Alexander, Social Prescriber

Apologies: 8 members – Liz Delbridge sends apologies.

Deputy Practice Manager began by welcoming everyone to the meeting.

GUEST SPEAKER – Julie Alexander, Social Prescriber

Julie gave an introduction and explained her job role.

- Social Prescribing is a time limited, focused facilitative sign posting service.
- It supports empowering individuals to independence and not dependence upon any one service.
- People referred to Social Prescribing are often dealing with non-medical problems that can be very stressful. Such as debt, housing needs and social isolation. Users of the service need to be mindful that this service is a non-urgent response.
- Social Prescribers receive many referrals and will ordinarily contact people in order of referral chronology. Social Prescribers manage a case load that may require those seeking support being placed on a waiting list.

Julie gave an overview of her caseload referral types as follows:

Current Caseload Referral Types

Type	Percentage
Mental Health	43%
Social Isolation	12%
Dementia/Carer Support	8%
Exercise/Weight Management	8%
Long Term Condition (inc Stroke)	7%
Domestic Abuse	5%
Bereavement/Grief Support	5%
Financial Support	5%
Miscellaneous e.g. legal supp	4%
Housing	3%

Julie is employed through the PCN but works at Rosedean Surgery three days a week. She usually works with patients for a period of three months, unless on the odd occasion a patient may need a longer period of help. Most of her appointments are one hour long and patients can be seen at home, in a café or other venue or have telephone consultations where appropriate. She can only take on patients over the age of 18.

Julie works one to one with her patients unless she is working with the hub mental health group cafe. Anyone in the Surgery can refer patients to her with referrals done through EMIS. Patients can also self-refer through the Job Centre.

The PCN are employing two new mental health social prescribers to support the demand. Julie has roughly 60 patients on her book, and she always has a waiting list. Patients can be referred back to social prescribing - it is not just a one-time offer. Julie went on to describe the types of support she can help with such as applying for a blue badge, help with council tax, filling out PIP forms and attends

MDTs. Julie also has dementia patients referred to her for initial support where quite often she will also support their partners, carers, or extended family.

MINUTES FROM LAST MEETING

These were approved.

MATTERS ARISING

DEMENTIA FRIENDLY PRACTICE

Members of the PPG spoke to Julie about groups that she can refer patients to or lack of funding in other groups that have fizzled out. One PPG Member kindly sent through some documentation to support becoming a dementia friendly practice.

Key points for the Practice are:

- Support and signposting from diagnosis
- Advice on requesting authority (such as Lasting Power of Attorney) and consent to discuss the patient.
- Patient Advisers having empathy and understanding.
- Flexibility of appointments/home visits
- Access – clear signage, easier checking in, quiet waiting area
- Staff training
- Carer support

Various support groups are finding their feet again post Covid, but some can be difficult to access. One PPG member spoke about Memory Matters which is very suitable for early stages of dementia. Julie touched on the Alzheimers Society providing lifetime support. Toni to contact Julie Young to check on support status.

Julie also mentioned the Lighthouse Centre run by Claire Bevan. Due to move into the old Job Centre. The Lighthouse Community Centre is a not-for-profit company based in Liskeard that provides support services for people of all ages in the town and surrounding area. The organisation runs activities, workshops, clubs, and events that inspires, educates, and helps develop skills and confidence for future life. With a heart for the community and a mission to meet local need the centre operates an engaging, fun, and adaptable program that reaches out to some of the most vulnerable people.

Toni discussed Sarah Arundell, Dementia specialist Admiral Nurse - contact update on dementia follow ups and contact with Julie Alexander - Julie was going to speak to her to see how she may assist patients alongside Sarah. Possible use of shared room at LCH. See attached booklet.

Actions

- Update our notice boards and website so our patients are aware of Social Prescriber and how she can help.
- Better signposting for dementia patients and carers of relatives with Dementia.

Liskeard Breathers Group: PPG members said they felt it had gone stale and group losing momentum - one PPG member now goes to Wadebridge for a Breathers group which seems to have had a good chunk of funding to help keep it going. This is too far to go for patients who live in Liskeard.

Dispensary:

Previously queried whether medication could be delivered to a central drop off at St Neot. The Prescribing Lead felt this would be unsafe as optimum temperatures are required for most medication and the variability.

Walking Group - need to reinstate a group - discussions on who could set up and run one. Toni and Julie to liaise.

Fraud awareness - one PPG member went to a police, risk of fraud awareness day, for elderly - they were made aware to be cautious with QR codes as they could be at risk of scammers. (Taken on board for our patient leaflet).

Carry over

PPG Constitution and Terms of Reference – only mentioned as meeting ran over. Carry over to next month with Covid Vaccination Programme update.

UMBRELLA GROUP UPDATE - APRIL MEETING

JW attended on our behalf as Rosedean's representative and gave the following report: -

Umbrella group Feedback

Feedback from CAP representative

In collaboration with Healthwatch Cornwall, NHS Cornwall visited 17 GP practices and talked with over 500 patients. Key findings were:

- Online services and information was helpful.
- Call backs by phone, text, or email welcome

But:

- Telephone queuing frustrating
- Access to surgery not always good
- Staffing shortages, a problem
- NHS needs more funding.
- New technology confusing
- 111 took too long to answer.
- Preference for face-to-face appointments
- Communication gaps

Electronic Prescribing – pharmacies have been doing EPS as a default for years, but NHS England and NHS Digital has not implemented the same technology to GP dispensaries, even though GP dispensing makes up 6% of all prescriptions in England (25% in Cornwall). This gives NHS Business Services 6 million paper prescriptions to process manually every month. GP dispensaries need funding to retrieve and dispense EPS prescriptions. The question is - who funds this? GP IT? NHS Digital? Pending investigation by the ICB. GP pharmacies cater to roughly one third of Cornwall patients and half of Cornwall GP surgeries have a dispensary.

Monthly feedback bulletin

£5 million investment into new 'People in Mind service' to provide mental health support.

An innovative multiagency collaboration to support people with mental ill-health in Cornwall and Isles of Scilly has launched. Aimed at people aged 16 and over, it takes a trauma-informed and whole-family approach to improving the wellbeing of communities in Cornwall and Isles of Scilly.

People can access support for a range of mental ill-health issues, from finance and debt advice to self-harm and loneliness interventions, via the new People in Mind service.

£5 million funding has been identified to deliver this voluntary and community sector approach to health promotion, mental ill-health prevention and early intervention which will be co-produced with service users, making it the first collaborative in the country that has had the benefit of 5 years of continuous funding.

The partnership is being led by Cornwall Voluntary Sector Forum (VSF) and includes Entreat, Citizens Advice Cornwall, Age UK Cornwall and Isles of Scilly, Cornwall Mind, Young People Cornwall, Chaos Group, CLEAR and Volunteer Cornwall.

People in Mind will include one-to-one support for people, as well as group-based support. Beginning with a personalised conversation based on what matters to the person, a holistic support plan will be developed and access to a range of therapeutic and community-based support will be available. Personal health budgets may be allocated, for individuals to access what they need to improve wellbeing. For example, if transport has been a barrier to attending a group, a bus pass might be funded, or a wetsuit supplied for someone to whom sea swimming is beneficial.

Alongside the core service, named People in Mind by people with lived experience, is a community wellbeing fund, offering grants to voluntary and community organisations and groups working with those most at risk of poor mental health or suicide.

15 new pain cafés will support those living with chronic pain in Cornwall.

It's part of a 5-year project to de-medicalise pain management for people living with chronic pain which carries the mantra 'skills not pills' and is led by Chronic Pain in Cornwall.

So far, 50 professionals from Cornwall's primary care networks have been trained to help people self-manage their pain with less reliance on medication.

The professionals who have been through the 10 footsteps self-management training are being given guidance on how to set up peer support groups, in the form of pain cafés.
New pilot scheme launched to tackle smoking and vaping.

A new pilot scheme has been launched at a Cornwall school aimed at reducing the number of pupils who smoke or vape.

Funded by Cornwall Council, it is taking place at Liskeard School and Community College and if successful will be replicated in other schools and communities.

The primary focus of the scheme is to prevent young people from taking up smoking, but it also aims to discourage vaping, which is becoming more popular.

DPM thanked JW for attending on our behalf and we look forward to the report from the next meeting.

DATE OF NEXT MEETING - **Please note date change******

This will be held at the Eliot Hotel, Tuesday, 11th July at 4.00 pm. Items for the Agenda to be sent to Practice Manager at least a week before this date.