



Patient Participation Group

- Website: www.meneagesurgery.com/ppg
- Email: ppg@meneagesurgery.com

Minutes of Meeting

11th December 2014

		Actions
1	Present: Linda Granger LG, Sue Swift SS, Daniel Browning DB, Karen Ivey KI, Tim Gratton-Kane TGK,	
2	Apologies: Noel Stuart, John Wherry, Peter Kitchen, Jennie Poole	
3	Resignation: Margaret Fitter	
4	Agree previous minutes: 3 rd November 2014 signed as true record	
5	Matters Arising: <ul style="list-style-type: none"> • West Briton – Article regarding Macular Clinics appeared in West Briton 13/11/14 • Helston School – Request for attendance to go to Nigel East at Helston School • Visit Bags – Friends of Meneage St Surgery also funded a bag for the Nurses. • Waiting Room Text Box – confirmation that free text box is read • Friends group – require more members 	KI
6	Nigel Clark – Director of Care at Age UK Cornwall & The Isles of Scilly Living Well - Nigel talked about how things have developed over the last 5 years. Older peoples views were gathered on social care and what was not working, what came out of this was that people thought there was a lack of communication between organisations and that people did not listen to the older person's views , a second consultation event was held to look at how it could be better and out of that the Newquay Pathfinder project was established where 100 patients with 2 or more Long Term Conditions were helped by Age UK workers to improve their quality of life by building self confidence, providing practical support to achieve their aspirations, reducing dependency on health and social care including hospital admissions.	

	<p>The starting point is a guided conversation between equals, with time to listen to the person's story and to understand their motivations and aspirations. This approach is designed to build a person's self confidence and resilience avoiding creating new dependency on a service or individual. The results from the Newquay Pathfinder project were very encouraging with improvements for older people and staff in well-being and reduced hospital admissions. The project need to be expanded and tested with another group and was then expanded to the Penwith area where 1000 older people with Long Term Conditions were assisted to make plans to live well as they wished. Now, the East of Cornwall is being included involving 11 GP practices between Liskeard and Plymouth. The plan is that it will be rolled out across all of Cornwall and the IOS.</p> <p>Footcare- Toenail cutting service started 6 years ago £9 per session, held every other week on Wednesday afternoons at the surgery.</p> <p>Other services offered are Community Transport, Advocacy, Befriending, Home Support, and Falls exercise groups, Age UK Cornwall Tel 01872-266388 or email email@ageukcornwall.org.uk , website : www.ageuk.org.uk/cornwall</p> <p>Challenge is that you can't just change people's dependency from services onto volunteers, you have to build community support.</p>	
7	<p>Update from the Practice:</p> <ul style="list-style-type: none"> • Discussion took place regarding the pharmacy repeat prescription service where patients are on repeat prescriptions via the pharmacy. Some patients do not update their prescription requirements resulting in old prescriptions being given and duplicate medication being supplied. • The Practice will be using the "Friends & Family Test" (would you recommend your friends and family to use the surgery) 	
8	<p>Correspondence: none received</p>	
9	<p>AOB:</p> <ul style="list-style-type: none"> • Healthy Helston – TGK mentioned the Walking for Health walking groups in Helston which meet on Monday at 10am in the car par opposite the boating lake (walk 1 hour approx) and First Steps Health Walks on Thursday at 1:30pm in the car park opposite the boating lake for those just starting to walk. • Healthy Helston will be supporting 'Cycle for Health' at Penrose Park and literature will be available soon 	
10	<p>Dates of future meetings: Wednesday 7th January 2015 6:30pm Tuesday 3rd February 2015 6:30pm Tuesday 3rd March 2015 6:30pm</p> <p>New patients always welcome to attend</p>	
11	<p>Meeting closed at 8:15 pm</p>	