

## Monkspath Patient Participation Group (PPG)



### Minutes 9th April 2019

**Present:** (TG)Acting Chair, AM\*, (GL)\* (Secretary), (VL)\*, (DC)\*, (EA)\*, (ME)\*

A further 26 PPG members signed in

**Guests:** Rachel Critcher, Suzanne McArthur

**Apologies:** (MT)\*, (DL)

\*Denotes Steering Group member

**Minutes:** The last meeting's minutes (12<sup>th</sup> February) were agreed and approved.

**Opening Address:** (TG) welcomed everyone to the meeting and explained that due to many other demands on his time, (AM) had recently resigned from his role as Chair of the PPG. This means that (TG), as Vice Chair, is now acting Chair until a new Chair is elected after the next AGM. He asked the meeting to join him in showing their appreciation to (AM) for all his hard work in the role. There was resounding applause.

(TG) said that there was no fire alarm test planned, so if the alarm sounds we should take it seriously. Rachel, who knows the building layout best, would lead from the front and (TG) would act as 'sheepdog' from the back to make sure everyone gets out.

(TG) then advised of a correction to the information on the publicity sent out for this meeting, where Rachel had been described as Practice Manager – her correct title is Human Resources and Operations Manager for Solihull Healthcare Partnership. The Practice Manager role for Monkspath Surgery is currently being covered by Ed Turner.

Finally, (TG) gave a brief outline regarding Optometrist Mandy Hart - the speaker for the next meeting (11<sup>th</sup> June) - before introducing tonight's speaker Suzanne McArthur from the Marie Curie Hospice.

### **Presentation: End of Life Care by Suzanne McArthur**

Suzanne introduced herself and described her role "Allied Health Professional and Community Engagement Lead" at the Marie Curie Hospice. She then gave a very informative and interesting talk all about the hospice, its work, the services it provides, and

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the volunteers. The actual slides for her talk can be found in the Presentations section on the PPG website [www.monkspathppg.org.uk](http://www.monkspathppg.org.uk) and are well worth viewing, but here are a few of the main points:

- Contrary to common belief, the Hospice is not just for cancer care, but for any terminal illness, including degenerative neurological conditions e.g. Motor Neurone Disease; Parkinson's disease; End stage renal failure; Chronic Obstructive Pulmonary Disease; Heart failure; Liver disease; Transplant waiting list candidates and Transitional care.
- It's not a depressing place but is bright, full of laughter and cheerfulness, but also serene.
- The In-Patient Unit (IPU) has private rooms with en suite facilities and access to gardens through double doors in the rooms, also a Family Room and a Quiet Room for Reflection.
- There is a Multi Disciplinary Team that looks after the IPU, consisting of various professionals and many volunteers.
- There are Community Services, Day Services, Interest Groups, Out Patients Clinics, Children and Young Persons Counselling, and Adult Bereavement Counselling.
- Many volunteers also help in different ways, from working in the garden to helping in the cafeteria, being drivers etc. Fundraising is also an important part of their support.
- There is a cafeteria that is open to the public – anyone can go in and buy a drink or a snack (apparently they do a very good breakfast!).
- Some of the Upcoming Events (contact the Hospice direct for further details):

Saturday May 11<sup>th</sup> “Grandma on the Moon” an AZ2B theatre production for families and children re: bereavement/death.

Tuesday May 14<sup>th</sup> there is a social event called “Death by Chocolate” at the Bistro 2pm - 3.30pm for people to go and chat about/debate death.

Wednesday June 16<sup>th</sup> 11am – 3pm an information support day for Carers with lots of activities and sessions.

- **Marie Curie Support Line.** Call 0800 090 2309 to speak to a nurse or trained member of staff if you have a terminal illness, or you're supporting someone.

Or go to: <https://www.mariecurie.org.uk/help/support>

There being no questions, Tony thanked Suzanne for her interesting talk, and everyone applauded her.

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### **Rachel Critcher update:**

Rachel gave a breakdown of the number of appointments that had been made available to patients during the month of March 2019. The report also had an Age/Gender utilisation summary. The printed report was handed to the attendees but will be available on the website. In brief,

- ❖ There was a 99.9% utilisation of appointments = 3426 booked of 3429 available
- ❖ There were 455 patients who cancelled, 7 patients with multiple cancellations
- ❖ Total number of Did Not Attend = 101, 7 patients with multiple DNAs

Rachel also mentioned the upcoming Carers Event at the Christadelphian Hall in Shirley on April 13<sup>th</sup>.

### **Some Questions/Comments raised during the meeting:**

Q: Why is there a new format for prescriptions which doesn't show how many more you can have on repeat?

A: The clinical System changed last October and there have been a few teething problems. This should be resolved by the next prescriptions issued.

Q: Is Monkspath considered more affluent than other areas, so we don't get as much funding?

A: Demand is perceived as higher in inner city areas where the standard of living may be lower and the Carr-Hill formula calculates each area's funding. On average our patients are seen 9 times a year - not 5 times which is seen as the standard (there is a huge number of "Worried Well" in this area), which means that we have less money available.

Q: Is the Hub being used for appointments?

A: Yes. 100% for Doctors appointments, 40% for Nurse appointments. These appointments are available as ones that are pre-booked and not "on the day" or emergency appointments.

### **A.O.B**

There being no AOB, Tony thanked everyone for attending and the meeting closed at 8.25 pm.

### **Date of next meeting:**

Tuesday 11th June 2019. 7.00pm sharp until 8.30pm at the surgery.