

# Patient Participation meeting

Wednesday 2<sup>nd</sup> September 2015

Present: Katie Power, Kerri Jones, Sylvia Brady, Mary Ratcliffe, Graham Palmer, George Connolly, Phillip Ashton, Dr Hyde, Dr Javed, Dr Jaunbocus

Apologies: Mike Skidmore, Dr Clarke

## **Welcome & introductions**

The group welcomed new faces and introduced themselves.

## **Previous minutes**

Noted that Sylvia's surname was incorrect on the previous minutes. Correct name; Sylvia Brady. Rest of the previous minutes were agreed as accurate.

## **CQC Visit**

Katie advised us that the CQC visits in St Helens are possibly September/October. The practice will be given 2 weeks notice of when the CQC will visit. Katie will inform the group once she knows the date.

## **Eccleston Update**

A date has been agreed for the Eccleston merger as 1<sup>st</sup> October 2015. Once everything is set in stone, Katie will put an article in the newsletter to explain the details. Dr Hyde assured the group there will be no changes for patients of the Spinney in the near future. Kerri to keep this item on the agenda for the next meeting.

## **Carers Project**

Katie had invited Alison Brook to the meeting to discuss the project further, with the possibility of getting a focus group together. Katie and Mary would like to be part of the focus group, alongside any other members who are interested, please let Katie or Mary know if you would like to be involved in potential work with this. Katie will discuss this with Alison Brook.

Kerri briefly went through some of the information she had found re carers. Spinney has approx. 7000 patients. Based on figures she estimates that the surgery may have as many as 700 carers on their patient list, with approx. 280 caring for up to 20 hours per week & approx. 140 caring for over 40 hours per week. Kerri also had an example protocol for admin staff and coding carers, and information on how to identify hidden carers during flu clinics. Dr Hyde also suggested the idea of identifying carers at flu clinics. She also asked whether there is the possibility of setting up alerts to help identify carers.

Possible ideas on identifying hidden carers, from Kerri's research included; registration forms (which is already done), a carers list/register (this would need

Careful and regular updating, as removing those who stop caring for somebody is paramount. Katie pointed out that it would be very distressing for somebody to receive info for carers if, for example, the one they were caring for had passed away), encouraging self-identification with posters, using the electronic board etc. & for professionals to make a note of who is present at the patient's house on home visits. This would be particularly good for identifying younger carers. Katie to check CCG carer champion network and whether there is anything local. Kerri to summarise info and send to Katie.

Graham suggested maybe working with local schools to identify younger carers. People are often scared that social services would get involved with young carers, and remove them from the home. Katie suggested there is an element of education here; inform people of social services role and what support is available.

Examples given for supporting carers:

Signposting

Asking the 'cared-for' patient for consent to share information with their carer and vice versa.

## **AOB**

Mary would like to invite somebody from the med's management team after hearing them speak at the last forum meeting. Katie will invite Laura to one of our meetings.

Education days are currently on hold whilst the group focuses on the carers project.

The group agreed to hold a Macmillan coffee morning on Monday 14<sup>th</sup> September. Mary will email the group to ask who is interested and who is doing what.

**Date & time of next meeting 12.30 on Wednesday 11<sup>th</sup> November 2015.**  
**Please send apologies to [kerri0986@gmail.com](mailto:kerri0986@gmail.com) or contact the surgery direct.**