

## Patient Participation Group Meeting Held at Wincanton Health Centre at 4.00pm On Thursday 20<sup>th</sup> February 2020

### Present:

**PPG:** Nigel Engert, Janette Cronie, Steve Gleghorn, Kath White, Sharne Compton,

**WHC Staff:** Sarah Jones, Jay Nation, Melissa Kelly, Laurence Lawrence,

**Apologies:** Brendan Adams, Hazel Rodber, Sue Crisfield, Steve Gleghorn, Roger Farnsworth

**Minutes of Last Meeting on 16th Jan:** Agreed after adding Sarah Jones to the apologies after which they can be published.

### Practice Update:

New Practice Nurse Hannah has started.

Admin/Reception staff Tyler and Freya getting on well. Deb leaving Receptionist position.

Tayo (Trainee GP) here for 6 months as a GP registrar.

QOF figures will be ready to meet end of March deadline.

SHS Head Office will be moving from Yeovil into WHC in March, which may put pressure on staff car parking spaces.

Annette Health Coach is now working at WHC full time, having previously also worked p/t in Bruton.

5 GPs across the SE Somerset GP Practices want to take part in the USS training, including 3 from WHC.

Also looking to pilot a new Breast consultancy service, referring patients directly to YDH.

### Reports From Chairman and Members:

Steve had attended a meeting of SHS Chairs on 21st Jan, followed by a SHS meeting for PPG members 28th Jan that he and Nigel had attended. This had updated us on recent developments within SHS and its GP Practices. We were given the impression that WHC is performing extremely well.

Nigel had attended the CCG SEAG meeting (for non-professionals with an interest in health & social care services) on 3rd Feb. Fit for the Future was discussed again, but without an overview of the CCG's budget for 2020/1 or subsequent years. There have been some significant staff changes at the CCG.

Steve had attended his first meeting of the CCG Digital Champions and will be invited to report back at our next meeting.

Nigel met Sue Crisfield, SE Som PCN Social Prescribing Co-ordinator, on 5th Feb. She is developing a number of projects in association with Health Coaches, including a revised Befriending Scheme in Queen Camel.

Nigel would be meeting Hayley Hughes, Somerset Partnership Associate Director of Family and Patient-Centred Care, and the Matron at Wincanton Community Hospital on 4th March to find out more about its in and out-patient services and how they complement WHC's.

His attempts to meet a senior SCC officer responsible for Adult Social Care in SE Somerset had been unsuccessful, in spite of the intervention of the SCC Councillor who is the Portfolio holder.

Janette praised the group meetings sponsored by Yarlinton Homes being held in the Common Road Sheltered Housing Scheme every week.

### Research Programme at WHC:

Chris Krasucki (SHS Research Lead) and Rachael Wilkinson (SHE Research Nurse) will be invited to attend the next meeting to talk about their work at WHC. Chris says " *We can present, or talk informally, about the various research studies that are ongoing or on the horizon, as well as discussing the ultrasound project, and also the hunt for a Research Champion!*"

### Future Projects:

Working alongside Health Coaches to promote services for diabetic and pre-diabetic patients could be one of our future projects.

Another could be Befriending, aimed at socially isolated patients. Sue Crisfield will be able to advise on this, once she has relaunched the Queen Camel scheme.

Kath White reiterated her interest in providing hypnotherapy to appropriate patients.

**Financial Report:** Still £678.79 in credit.

**Virtual PPG:** No change

**Suggestion Box:** None

# Wincanton Health Centre



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**Any Other Business:** Steve suggested that DNAs (Patients who did not attend appointments) should be on the agenda of our next meeting.

**Actions:**

- JN to publish last meeting minutes online
- JN to research the number of DNAs add this item to the agenda for discussion next meeting under Future Projects
- JN to put into newsletter about phone calls being taken out the back office and NOT on front desk (confidential)

**Date of Next PPG Meeting:** 4.00pm on Thurs 2nd April

