

Park Lane Surgery Patient Participation Group

Minutes of PPG - AGM – 12th May 2022

Present: Caroline Fairhall, Janet Dean, Lesley Hutchinson, Louis Wood, Anne Hallsworth, Neil Roberts, Alan Twaite,

Chris Fairhall – Patient not member of PPG

Apologies: Christine Hill, Sue Gaskin, Helena Church, Maggie Higginbotham

Welcome by Chair and Chair update

Welcome Everyone

Well now, who would have thought at our last AGM on 3rd March 2020, that we would be about to go into a Pandemic, and a very different life for more than two years. And at that AGM we were introduced to a certain Mr Louis Wood who had only just started, in February 2020----what a baptism of fire eh Louis?

As a PPG (12 of us), we regularly comment that we have an easy job as we are PPG to such an excellent GP Practice. I like to think, however, we don't rest on our practice's laurels, we work as a patient, carer and community link and support for patients & carers in that community.

1. Neil and Ged's Diabetes Self Help Group, endorsed by the Practice has produced great outcomes for many patients and is working at widening its appeal.
2. Meeting our Social Prescribers at our recent meeting, opens up even more links for the group and the PPG and I know Neil Woodhead, our guest speaker wants to see how the Local Area Coordinators can link in with the Diabetes Self Help Group.
3. We and the Practice supported the three Darley Abbey Stay Safe, Warm & Healthy sessions in the past, with Dr Parkes and Nursing Staff, alongside a host of community services and groups which we are hoping will be back this November.
4. The Practice supported the acquisition and fitting of the five 24/7 defibrillators in Darley Abbey and have supported the major community development of the First EMAS Community First Responder Unit in Derby-FYI- The Unit has been operational now since October with three fully qualified and experienced CFRs, with another 3 in training/ one waiting for their DBS cert!) and to give you a flavour of their help-- for March/April, they helped 21 patients-over 53 hours, a quarter of those cases were critical and although based in Darley, have been working across Derby city. There is a high percentage of chest pains, 25% referrals to 999 come from 111 and 10% are Falls (important aspect with our local patient community). Emphasising here that we are talking about volunteers, albeit trained. This week one of the First Responders in response to a 999 call was sent to a house where there was a choking young baby and saved the baby's life. As the baby cried and took a breath the paramedics drew up in the ambulance.

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5. At our last AGM we came up with some other Community issues such as the CRY cardiac arrest in the young, Michael Flude connects us to Derby Heart, The CFRs are interested in working with the practice about Falls and Bleeding. Ged and I are about to work on mapping the groups/health interest groups we may be able to access and work with for the benefit of our patient and carer community.

Which leads me to introduce our guest tonight----Neil Woodhead DCC Local Area Coordination Manager. As we did with the Social Prescribers could we let Neil talk first and then ask our questions.

Thankyou Neil, over to you.

Guest Speaker Neil Woodhead:

Derby City Council Local Area Coordination Manager

Neil advised that Western Australia have had Local Area Coordinators (LACs) for the last 40 years.

Derby was the first in the UK to have an LAC team 10 years ago. It started with 2 people and will soon be a team of 20.

Quoted from DCC Website:

What is Local Area Coordination?

We understand that your ability to make positive choices and take control of your life can be impacted by all sorts of things, both within and outside of your control.

Local Area Coordinators will take the time to help you make sense of all the things going on in your life and help you think about the steps you need or want to take to be as independent as possible.

Our Local Area Coordinators:

- *Will take time to get to know you and your situation, working to build trusting relationships*
- *Will meet you in local places so they are accessible, approachable and flexible*
- *Are based in your community and not in an office somewhere*
- *See you as the expert of your own life; they will not try and tell you what to do or 'fix' you*
- *Will help you find local support from your community where possible*
- *Support you when dealing with different services.*

How do I get support from a local area coordinator?

Getting support from a local area coordinator is simple. You can self-refer and there is no assessment form to fill out. Just a conversation between you and us about what support you may need to be as independent as possible.



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All you need to do is contact the right local area coordinator for your area. Telephone numbers and email addresses for all our local area coordinators can be found on the contact details page.

Contact details for the Local Area Coordinators

Local Area Coordination is available to all Derby city residents and our Local Area Coordinators each work within a ward of the city. To get support from a Local Area Coordinator, please contact the person who works in the ward you live in. If you are not sure which ward you live in, email us lac@derby.gov.uk and we can let you know.

Local Area Coordinator team

Name	Role	Telephone number	Email
	Team Manager	07341 739559	neil.woodhead@derby.gov.uk
Neil Woodhead			
	Senior Local Area Coordinator	07812 300759	sarah.edmundson@derby.gov.uk
Sarah Edmundson			

Co-ordinator	Ward	Telephone number	Email
	Abbey Ward	07766 602570	kim.harris@derby.gov.uk
Kim Harris			
	Allestree Ward	07766 602569	kelly.pockett@derby.gov.uk
Kelly Pockett			

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Simran Sandhu



Arboretum Ward

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Donna Brady



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Daren Palmer



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Sally Robertson



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Dave Oliffe

Several copies of the list of LACs were distributed at the meeting and post cards will be handed to the reception team for patients who may be able to make use of their services. Kelly Pockett is the Allestree LAC, Daren Palmer is the Darley Abbey LAC.

Minutes of the 2020 AGM were (3rd March 2020) were approved. Proposed Alan Twaite, agreed by all present.

Matters arising – Transport fund left over from the Stay Safe, Warm & Healthy event in November 2019 was used to send Christmas cards and cake to elderly, lone residents of Darley Abbey. The same happened in 2021. This was then followed up by Easter Chicks being knitted that enclosed a chocolate orange and given out also.

Committee Member changes – There have been no changes

Elections: There were no other nominations, Janet and Caroline were prepared to continue in their roles of PPG Chair & Secretary. Agreed by all.

Chair – Janet Dean with Alan Twaite as Deputy Chair, when Janet can't attend

Secretary – Caroline Fairhall

Reception Team (*People that Surgery Reception can contact in the event of a non-medical complaint*) – Alan Twaite & Anne Hallsworth, happy to continue in this role. Helena Church and Sylvia Soar were contacted and confirmed they wish to remain on the team. All present agreed that Alan and Anne were elected and that if Helena and Sylvia were OK about continuing they too would be elected.

Date of next AGM – Thursday 20th April 2023

Dates of general meeting for the remainder of the year – Janet and Caroline to propose dates and forward to PPG members.

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General Discussions

It was suggested that Dr Turner and Liz the Advanced Nurse Practitioner should attend a PPG meeting to acquaint them with the group.

There was discussion regarding how the PPG could raise awareness amongst patients. Louis Wood advised he would add it to the Facebook page with the intention of hopefully recruiting some new members. Also, it will be in the next Newsletter. Louis is revamping, relaunching the newsletter (both electronically and hard copy), and would continue the practice of informing when all the PPG meetings were.

The noticeboard in waiting room could be utilised more, to inform people, invite patients to join.

A new Friends and Family survey is due to be sent out and it was suggested that the PPG may be able to pick up on areas that are highlighted within the answers.

A Summer version of the Darley Abbey winter Keep Safe, Warm and Healthy was suggested by Janet to include the new Allestree LAC Kelly Pockett, Daren has always attended alongside other agencies, as the November event, such as DCC Housing, Neighbourhood Watch, refreshments by WI, supported by Dr Parkes and others from the Practice. Louis will think about a possible activity at the surgery.

AOB – Lesley Hutchinson informed us that she would be stepping down as Practice Manager in August 2022. Congratulations to Louis who will become the Practice Manager and our very best wishes to Lesley.

The meeting ended at 20:38