

**MINUTES OF
LLANFYLLIN & DISTRICT MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP**

**HELD ON TUESDAY 3RD MARCH 2015, AT 5.00PM
IN LLANFYLLIN MEDICAL PRACTICE**

Present:

Mrs F Hunt (Chairman)
Mr John Biltcliffe, Pool Quay
Mr Peter Cannon, Llanfechain
Mr Malcolm Foulkes, Four Crosses
Mrs Anne Hughes, Llansantffraid
Mrs Mair Hughes, Llanrhaeadr
Mrs Maxine Roberts, Montgomeryshire CHC
Mrs Barbara Scropton, Penybontfawr
Mrs Maureen Wilde, Llangedwyn
Mrs Ann Williams, Llanfyllin

Mrs Victoria Deakins, Lead Therapist North Locality, Powys
Teaching Health Board (PTHB)
Mrs Susan Lewis, Practice Manager, Llanfyllin Group Practice
Ms Juliet Nixon, Llanfyllin Group Practice

Mrs Andrea Blayney, Montgomeryshire CHC (taking notes)

Apologies:

Cllr Aled Davies, Cllr Eldrydd Jones
Mr Andrew Cresswell, Interim Locality Manager, Powys Teaching
Health Board (PTHB)

The Chairman welcomed a new member, Mrs Barbara Scropton, and also Mrs Victoria Deakins from Powys Teaching Health Board, who would be attending PPG meetings in place of Mrs Pat Ward who had retired.

1. APOLOGIES FOR ABSENCE

The apologies for absence were noted, as listed above.

**2. NOTES OF THE PREVIOUS MEETING HELD ON MONDAY
10TH NOVEMBER 2014**

The notes of the meeting held on 10th November 2014 were agreed as a correct record.

Action

3. MATTERS ARISING

3.1 Minute 2 Four Crosses Surgery

The Practice Manager reported that the Practice had received no response from Powys Teaching Health Board (PTHB) regarding the business case to increase capacity at Four Crosses Surgery. The Practice would therefore be approaching the PPG and local community councils to request letters of support.

The Practice was receiving weekly calls from patients in the community about Four Crosses. There were also new planning applications for development of 150 new homes in the area. The Practice did not have the capacity to be able to cope with that increase in patient numbers.

PPG members **AGREED** that they would support the Practice in its request to increase capacity at Four Crosses Surgery.

3.2 Minute 4.4 Coffee Morning on Saturday 4th October 2014

A member advised that people in Llanfyllin were asking when the PPG would be holding another coffee morning.

Members **AGREED** to try to organise a coffee morning and to link it with the National PPG Awareness week which was 1st-6th June 2015.

3.3 Minute 5 Meals on Wheels Service

Mrs Ann Williams informed the meeting that the Meals on Wheels Service in Llanfyllin would be ending on 31st March 2015 as the group which was running it was not able to continue without the input/support of Powys County Council. There was a possibility that Mencap may take it over. The numbers of people using the Meals on Wheels Service was very low.

Mrs Williams was setting up a lunch club in the area which would be meeting once a month and there were 54 people on the list for that.

Members noted that Wiltshire Farm Foods delivered to the area on a fortnightly basis and the food from that company was considered to be very good.

3.4 Minute 8 Welsh Affairs Committee Inquiry into Cross Border Healthcare

The Chairman confirmed that she attended the meeting in Newtown on 24th November 2014. Cross border health care was a

huge issue for this area. Members expressed concerns about the impact that Greater Manchester having control over NHS budget for its region could have on patients from this area. Concerns were also expressed about Royal Shrewsbury Hospital with the NHS Future Fit programme which was underway.

Members **AGREED** to invite someone from NHS Future Fit to a meeting of the PPG to explain what was happening.

4. MID WALES RURAL HEALTHCARE CONFERENCE

Members **NOTED** that Welsh Government had organised a Mid Wales Rural Healthcare Conference, which would be held on Thursday 12th March 2015. The PPG Chairman was attending the conference and she would report back to members.

5. AMBULANCE SERVICE

The Chairman reported on the meeting which had been held with the WAST Head of Service for Powys, Mrs Rachael Edwards, on 28th November 2014. Response times and the ambulance station in Llanfyllin had been discussed. Members understood the economics and difficulty in recruiting and training staff but there were still serious concerns in the community about response times and about ambulance cover for the area. In November, the group was told that a rapid response vehicle would cover Llanfyllin area but that did not seem to be happening.

The Practice Manager explained concerns which had been brought to her attention about the Llanfyllin ambulance shifts ending at midnight every day.

It was suggested that the concerns about ambulance cover in the area should be taken up by town and community councils in the area.

A member, who was also a volunteer driver with Montgomeryshire Volunteer Bureau, raised concerns about volunteer drivers being used much more to take patients to Royal Shrewsbury Hospital, Princess Royal Hospital, Wrekin Clinic and to Stoke. Drivers were worried that they were having to transport patients who had conditions which would be better suited to ambulance transport. Victoria Deakins agreed to take this issue back to the North Locality Team to look at the patient transport criteria.

It was **AGREED** that the Chairman would write to WAST again and copy the letter to the CHC and to all community councils in the area.

6. UPDATE FROM POWYS TEACHING HEALTH BOARD

Lead Therapist Victoria Deakins provided the following update to members:

- Bob Hudson, the PTHB Chief Executive, had left at the end of January 2015. The Director of Nursing Mrs Carol Shillabeer was the Acting Chief Executive whilst the post was advertised.
- The new Director of Primary and Community Care Mr Alan Lawrie commenced in December 2014. He would be reviewing the management and locality structures within his directorate.
- The Health Board was developing its three year plan for submission to Welsh Government.
- The Health Board was engaged with NHS Future Fit.
- Royal Shrewsbury Hospital continued to run on a high escalation because of challenges with getting people out of hospital to home or to a nursing home.
- The Reablement Team was involved in providing care packages but, as the availability of care agencies to provide care packages improved, it was expected that the Reablement Team would be able to function as it should from May 2015.

7. CLINICAL WASTE COLLECTION

The Chairman reported that households which had their clinical waste collected had received a letter from Powys Teaching Health Board/Powys County Council advising of changes to the clinical waste collection service. Only clinical waste classed as infectious waste would be collected by Powys Teaching Health Board. All non-infectious waste was to be collected with normal refuse by Powys County Council. Patients were advised to contact their GP if they considered that they would be have infectious clinical waste. The letters received were unexpected, very impersonal and had caused distress for some patients. The Practice Manager advised that the Practice had not known about the change in service until patients started to contact them. The Practice had raised the matter with the Health Board and it had also been raised with the local County Councillor and Assembly Member. Victoria Deakins would take this issue back to the Health Board also.

8. UPDATE FROM GP PRACTICE

The Practice Manager provided the following update:

- Dr Alec Jones, who commenced with the Practice in September 2014, had left at the end of February 2015. He had taken up a post nearer to his home. Another GP was considering retirement and two of the GPs would be reducing the number of days that they worked. The Practice was therefore looking to recruit a new GP.
- The Practice was looking to recruit another prescribing nurse practitioner to work part time, to assist with the volume of same day appointments.
- The National Association for Patient Participation (NAPP) Annual Conference would be held in Leamington Spa on 6th June 2015. The Practice Manager extended an invitation for someone from the PPG to attend and the cost would be covered by the Practice. It was **AGREED** that the Chairman and Mrs Ann Williams would attend.
- Juliet Nixon advised members that the Practice was reviewing the operation of the front reception desk and looking at different ways of working. A particular issue was confidentiality at the desk. She asked for suggestions, thoughts and comments from PPG members. Suggestion forms were available on the reception desk for patients to complete.
- A member asked about the Minor Injuries Service at the Practice. The Practice Manager advised that the service operated from 8am to 6.30pm Monday to Friday and posters were up in each surgery to advertise it. The Practice dealt with a lot of minor injuries. The Chairman requested copies of the posters for PPG members to place in their local communities.

9. VENUE AND DATES FOR FUTURE MEETINGS OF THE PPG FOR 2015

There was much discussion on this subject and various options were considered. Members agreed that meetings should be held in a venue which was accessible.

It was **AGREED** to hold two meetings a year at the Practice at 5pm on days when the Practice was closed for training and to hold two meetings a year in the Institute, Llanfyllin, at 6.30pm. The next meeting would be held on Monday 11th May 2015, at 6.30pm, in the Institute.

10. NOTES OF OTHER PATIENTS FORA MEETINGS IN MONTGOMERYSHIRE

Members **RECEIVED**, for information, a copy of the notes of the following meetings:

10.1 Llanidloes Patients Forum meeting held on 1st October 2014

10.2 Machynlleth Patients Forum meeting held on
18th November 2014

**11. NATIONAL ASSOCIATION FOR PATIENT PARTICIPATION
(NAPP) BULLETIN JANUARY 2015**

Members **RECEIVED**, for information, a copy of the NAPP Bulletin dated January 2015.

12. ANY OTHER BUSINESS

12.1 A member commented on the fantastic service she received when she attended an outpatient clinic at Newtown Hospital and there had been only a three week wait. Victoria Deakins advised that there was a new orthopaedic team with an enhanced practitioner working there. The service was receiving very good reports. The Health Board was advising GPs to refer to the service.

12.2 A member commented that it was good for patients to be able to see a consultant in Welshpool once a month rather than having to travel to RSH for all appointments. Victoria Deakins explained that there was a range of services being offered in Welshpool Hospital.

12.3 Mrs Maxine Roberts informed the Group that her membership with Montgomeryshire Community Health Council was terminating on 31st March 2015. However, she would still wish to be involved in the PPG if that was possible. Members **AGREED** that Mrs Roberts should continue attending PPG meetings.

11. DATE OF THE NEXT MEETING

The next meeting would be held on Monday 11th May 2015, at 6.30pm, in Llanfyllin Institute.