

Ashville Medical Practice Patient Reference Group Meeting Minutes 26th July 2018

Location: Ashville Medical Practice Conference Room

Attendees: Melanie Jones (Practice Manager)
Patient Reference Group Members (14)

1. Dementia Speaker – Diane Hinchcliffe:

Mel introduced Diane from the Alzheimer's Society who outlined several different forms of dementia and the support services available for those with the disease, and for their carers.

The society is a national charity and works in the home, a neutral meeting place and in various activities settings such as singing groups, a monthly café. etc. Many helpful leaflets are produced, some of which were displayed, and available for members of the PRG to take away.

Diane informed the group of various facts:

(a) There are 850,000 diagnosed people with dementia of which 42,000 are in the younger age bracket.

(b) There are around 100 different types of dementia, each presenting with different symptoms and difficulties. Concerns about issues such as memory should be raised initially with a GP who will then make the appropriate referral for further investigation. More usual types are:

- Alzheimer's: This generally affects those of 60 years of age and over, and progresses gradually, firstly affecting short term memory.
- Vascular dementia: This is caused by an issue with blood flow in the brain such as a stroke, and tends to progress in "steps".
- Dementia with Lewy Bodies.
- Fronto-temporal dementia which tends to affect younger people.
- Mixed diagnosis dementia where different symptoms present in tandem.

Diane responded to questions including topics such as the cost of care and changes in character which may exhibit as inappropriate behaviour and could be of a sexual nature or swearing. She explained that behaviour is a form of communication, and different ways of establishing links need to be explored to suit the individual. The person is an adult and not a child, and should be supported as such with dignity and respect.

People were now living longer, and there was more publicity and knowledge of the disease – it was noted that 1 in 14 of the 65+ age group are known to be sufferers, which drops to in 3 of the 80+ age group.

Diane outlined the "Dementia Friends" scheme and said that the hour of training to become one was available for anyone to apply, and this should be encouraged.

Mel confirmed that Ruth is the Dementia champion for Ashville; this role was proactive and she will be consulted, for example, when new chairs are required for the waiting room to ensure they are more appropriate for patients with this disease in terms of colour.

In concluding Diane gave the analogy of two bookcases which was helpful in explaining that emotional memories last longer than factual memories.

Leaflets and books are available from the Alzheimer's Society and the local telephone number to contact for publications, advice or information is **01226 296301**

Mel thanked Diane for attending and sharing her knowledge and expertise.

2. Actions Update:

- (a) Diane Hinchcliffe had attended the meeting as requested.
- (b) Mel had circulated the patient survey form.

3. Introduction of New Members:

There were no new members present at the meeting.

4. Practice News:

(a) Mel outlined the current situation with regard to the workload, explaining that the practice was very busy, and members of staff were catching up on routine tasks, hence a member of the administrative team was not available to attend the meeting today.

A meeting is held daily at 9am and 2pm to review and prioritise the workload, in order to ensure that essential daily tasks are carried out, and to create additional capacity where possible.

The patient numbers have increased from 11,336 in April 2018 to 11,730 in July.

In response to a query about the effect of the change in late night opening which was introduced at the beginning of July, Mel stated that it was too early to quantify this.

(b) Dr Leary, currently training at Ashville, has been appointed as a partner and will take up the post in September 2018.

(c) GP Registrars: - Dr Christine Woodward will start work on August 1st for 20 months, working three days each week. Dr. Afzal will be full time for six months also from August 1st.

(d) Members were updated about an article in the "Barnsley Chronicle" documenting the Ashville Team saving the life of the husband of a patient in the waiting room. He collapsed while waiting for his wife, and was resuscitated and has now recovered after a period in hospital. Teamwork and training resulted in a good outcome.

(e) Flu clinics will be organised differently in 2018 as a new vaccine, aTIV, has been strongly recommended for patients of 65 years and over. The guidance states that this group has to be prioritised starting with those over 75, in nursing homes and who are housebound. There is only one supplier for the aTIV vaccine, and deliveries will be phased, so it is not possible logistically to schedule dates at the moment.

The outline is as follows:

Fluenz nasal vaccine up to the age of 18 years.

Quadrivalent vaccine for those aged over 18 years and under 65 years.

aTIV (Fluad) vaccine for those aged over 65 years, and prioritised as detailed above.

5. CQC:

There has been no contact from the CQC as yet.

6. Patient Survey:

It was agreed that Question 1 would be deleted, and the "friends and family" question added at the end, along with the date being amended to 2018.

7. Patient Council:

There was no update or report available.

8. Any Other Business:

(a) A member outlined an issue which had been brought to his attention by the hospital following a surgical procedure he had undergone; this was being pursued on a personal basis.

(b) Discussion took place regarding ambulance response times, with both poor and good service being reported.

(c) A member queried the current situation with regard to the publicity following a CQC inspection of the “IHeart” out of hours service. Mel explained that new services can have problems initially but stressed that “IHeart” is still operating as normal.

(d) A member outlined excellent care and explanations she had received from one of the nurses at the practice, and asked Mel to pass on her thanks as she wished to record her appreciation.

9. Date and Time of Next Meeting:

Thursday 25th October 2018 at 1.00pm
Conference Room at Ashville Medical Practice.