

MINUTES OF A MEETING OF LISTER MEDICAL CENTRE PATIENT SUPPORT GROUP WHICH TOOK PLACE AT ST JAMES CHURCH ON WEDNESDAY 15TH JULY 2015 AT 12NOON.

Present: Officers: Brian Cooper (Chairman/Treasurer), Sheila Smith (Fund Raiser and Caterer) Moyna Strowman (Secretary). Members: Margery and Eddie Collier; Tricia Fitzgibbon; Barbara Foster; Harry Harrison; Marlene Heinecker; Lyn Merrell; Patricia Robey ; David Swallow. Visitors: Sheila Kellier (Practice Manager Ross Practice), Dave Button and Brian Weavers also from that Practice. Surgery representatives: Tracy May (Practice Manager). Speakers: Julie Harkus and Giles Piercy.

1. Brian opened the meeting at 12 noon, welcomed everyone and thanked them for coming. He indicated that he expected later to have three visitors today from another practice who had been invited to see the way this Group did things as they are considering re-forming a patient participation Group at the Ross Practice. He also said an additional speaker would be joining later to talk about a community project associated with the Fire Service. Consequently refreshments would be delayed until after the first speaker.

2. Apologies for absence: Stan Batho, Christine Lockwood and Lillian Swallow.

3. Minutes of the meeting on the 11th February 2015. The minutes had been circulated before the meeting. There were no amendments and the Chairman signed them as a true record of the proceedings.

4. There were no matters arising save for the Mental Health Conference which took place on the 1st July 2015. Attendance by members of the Group was disappointing bearing in mind that this was an important piece of research into all aspects of mental health an increasing facet of modern life. Brian said he had been particularly impressed by the participation and enthusiasm of the young people who attended the second part of the Conference straight from school. At the moment I am drafting a report of the Conference and this could be made available in due course if anyone is interested.

5. Julie Harkus a personal independence co-ordinator working with Age UK Essex gave a talk on "Smart Life" and distributed an explanatory leaflet. The West Essex Clinical Commissioning Group has sponsored this initiative. It is a G.P based service designed to support anyone who is 16 years plus and is centred on Lister Medical Centre in Harlow and practices in three other locations. Julie speaks to an individual referred to her by a G.P, in private, at surgeries or at that person's home (she is making two such visits today). She will spend 30/40 minutes with the person, providing information about available services, ways of improving health and wellbeing and helping retaining the independence of those most in need of help. It is designed to avoid a vulnerable person having to visit A. & E. unnecessarily. Examples include not managing diabetes well, pulmonary disorders and coping with cancer. Breaking down barriers before introducing a volunteer is important. A banner advertising the programme may be seen in the waiting room. It may be that a person has no social interaction and needs a fit person to be assigned to them for support. Julie is seeking volunteers urgently. So far Harlow has not provided a volunteer. Elsewhere, two people have been trained and two others are in training. A training package consists of advice on guided conversation, setting of goals and the avoidance of befriending, with a probationary period of 3 months. Travelling expenses are met. Volunteers are expected to apply 5 to 10 hours per week to the task, working in partnership with their client and maintaining regular contact. Part of the exercise will be to

encourage clients to undertake responsibility for their own care needs and to inspire the gaining of confidence to achieve personal goals. Volunteers will need good communication skills, patience, empathy and positivity. The project will be subject to review annually.

Brian thanked Julie for her talk and invited her to stay for refreshments.

6. Giles Piercy, who was accompanied by Jon Webster, said he represents a group of people who have secured funding in Thurrock and the Staple Tye catchment area to obtain a greater understanding of communities and the use of untapped resources within a community with a view of enhancing the lives of people particularly those who are vulnerable. Approaches were made to local authorities and many meetings have been held to encouraging them actively to participate in the project.

A possible resource was identified and efforts now are centred on using fire stations and firemen. It will be necessary to overcome certain trade union objections but it has become apparent to the group that the down time waiting for a shout and the extensive facilities at a fire station could be used without interfering with the primary purpose of the fire service provided that all concerned understand that nothing must interfere with the smooth running of the service in the event of a fire.

Firemen could be mentors for young people if invited to attend a fire station to see everything that goes on and to understand the ethos of being a good servant to the community. It is thought that ways could be found to help each other. An example would be opening the gymnasium at the station for use by the public; advising on safety at home by sessions at the station; using the kitchens at a station to provide meals for those in need, backed by funding; setting up public use of a meeting room.

What we need is ideas. An immediate response from Harry Harrison was to hold a keep fit session on the forecourt of the station. A meeting is to take place in September and members are invited to attend. Giles needs details of e-mail addresses to send out information. Giles will send further information to Moyna (The meeting is on the 17th of September 2015, 2p.m. to 5.p.m. at a local fire station – if you would like to attend please give the Chairman a ring).

Brian thanked Giles for his talk and invited him to join us for refreshments.

7. Chairman's report: There has been a lot of activity since the last meeting. I attended a meeting of the Users Group at the hospital on the 6th June. The main topic was the Strategy for Integration of Services. An introductory document was provided and if anyone is interested and would like a copy please let me know. (After the meeting it has been arranged for a copy of the document to be sent out with the minutes to members on e-mail but the invitation to other members to seek a copy still stands). At the meeting of the Harlow and District Health Care Forum on the 17th June, Maggie Hulcoop from the Harlow Council spoke of her support for the bus project. Maggie is in charge of matters relating to transport at the Council and holds regular meetings with providers of bus services. It appears the project is moving forward at a pace. At the same meeting Helen Kimber gave a talk on the 111 Telephone Service. It appears to be working efficiently and is providing a very useful service. If anyone has anything to say about using the service please give me a ring, send an e-mail to Moyna or drop me a line. It is essential to have first- hand information, good or bad, as

Helen volunteered to come back to a future meeting of the Forum for an up-dating session. Julie Harkus, today's speaker, also gave a talk to the Forum.

For the Mental Health Conference a business card was produced copies of which have been distributed. Do you agree this was a good idea and for this group to do the same. 250 cards cost about £38.00. It was unanimously agreed that the Chairman should proceed.

8. Treasurer's report: As nothing of significance has occurred since the last meeting it was agreed that the report be held over to the next meeting.

9. Fund Raiser's report: Sheila indicated that she had started a 20 to one small lottery and will finalise this following the meeting and will consider running a quiz night or some other form of quiz. Sheila will report again at the next meeting.

10. Practice report: Tracy commented on the report by the Chairman that on Monday both landline telephone numbers were continually engaged. Pressure on a Monday is immense and this may happen, but hopefully not for any length of time. Brian also raised the perennial question about long queues at the reception desk. Tracy will continue to impress upon reception staff the need to call additional staff to the front desk – probably her – to ensure that a person seeking a prolonged visit at the reception desk does not hold up the queue. Tracy indicated that staff and doctors were working under sustained pressure. As to the re-build, this project is beginning to move forward now that the land swap with the Council has been completed – tenders for various aspects of the building and landscaping works shortly will be sent out to prospective contractors. This is the best indication that the re-build is truly under way.

11. Any other business. Eddie and Margery Collier again raised the matter of parking on the front entrance to the Church which is used for access and egress by the vicarage occupant. Anything we can do to draw the attention of the public that it is not a parking place and blocking the entrance causes difficulties would be appreciated. Also parking on pavements causes pedestrians, particularly those with pushchairs, difficulties with getting passed the obstruction caused by the cars. Patricia Robey drew attention to a new service called ORLA and she will let the Chairman or Moyna have further details.

12. Speakers for the next meeting: Helen Kimber to talk about the 111 Telephone Service. Possibly a clinician to talk about dementia and frailty services. Any of the subjects previously mentioned in the minutes.

Dates of future Wednesday meetings: 14th October 2015, 10th February 2016 and the Annual General Meeting on the 11th May 2016.

There being no other business the Chairman thanked everyone for coming and closed the meeting.

Brian Cooper – Chairman/Treasurer (01279 430637).

Sheila Smith - Fund Raiser and Caterer.

Moyna Strowman – Secretary.