**MINUTES OF THE LOUGHTON SURGERY PATIENTS PARTICPATION GROUP**

Date: 17th April 2024

Location: Loughton Surgery, Room 7

Chair:  Yvonne Collyer

Minutes:  Yvonne Collyer

1. **Members in attendance**: June Nice, Stella Nolan, Frank McLaughlan, Nigel Cushion, Hazel Capel, Barry Capal, **Apologies**: Sue Gornall, David Darwin, Pat Bagshaw
2. **Minutes from the last meeting**: approved
3. **Speaker, Tracey Hall, from St Clare’s Hospice, Hastingwood**

Tracey understood that most of us were not aware of the role of the Hospice and the huge area it covers, apart from Frank McLaughlan, who already volunteers there.

They now have a Head of Community Engagement, Paula Fogg, to help spread the word. They are very keen to make more people living in the Loughton, Buckhurst Hill, Chigwell, and Epping area aware of their work.

They only have eight beds, most of their hospice care, about 80%, is in the home. Clinical workers are paid by the NHS.

However around seven million pounds must be raised each year to support the work of 527 active volunteers. There are also nonclinical staff who run the cafes and do admin work.

The nonclincal services are available to anyone, whereas clinical services come from GP referrals.

Tracey covered a lot of different areas of their work using a case study.

Different groups are run, some monthly and some weekly, such as: Pulmonary fibrosis; Breathlessness; Craft classes; Men’s Shed; Café for 7 – 16 year olds, Bereavement café; Dementia. They have started to work with people with frailty. (These people may have multiple conditions and possibly dementia.) The groups are aimed at improving the quality of life. St Clare’s works with Fabrizio Ferrari from Essex County Council.

Referral is an easy process. There is a 24-hour telephone line for advice.

Public transport is an issue as the bus service has been stopped. St Clare’s may decide to fund raise for a mini-bus.

Tracey has invited PPG members and staff from the surgery (clinical and non clinical) to visit for a guided tour. The reception area is being refurbished, so this would be better after mid May. (Discuss this with Dr Larh)

An invitation to their next Forum Meeting on the 23rd April at 2pm at St Clare’s was offered, but this is rather short notice. She will let us know the date of the next Forum meeting.

1. **Feedback from Nigel Cushion after his meeting with Danielle Warnes**

Parkinson's Move & Shout at Waltham Abbey Leisure Centre is funded by Parkinsons UK, and needs GP referral.

Waltham Abbey Leisure Centre are collaborating with Parkinson's UK to offer a specialized 12-week programme called Move & Shout. See: <https://www.placesleisure.org/centres/waltham-abbey-leisure-centre/news/parkinsons-move-shout-programme/>

Danielle works for Active Essex and is taking a proposal to the panel there about helping us with video links to make our meetings, especially those with visitors, more accessible. This panel has not met yet, so we are waiting to hear from them.

1. **Feedback from Yvonne Collyer from meeting with Dr Larh 26.2.24**

Dr Larh was interested in the idea of having PPG minutes on the Loughton Surgery website.

If we want more younger members of the PPG, he suggested talking to Fabrizio Ferrari at Essex County Council. Maybe wait until the video links are sorted.

Name tags have been approved for staff. The photo display of staff has not been approved; it was considered too much work as staff turnover is fairly high.

There is no reason for staff not to answer with their names or give them when asked. This is most likely a training issue, problems should be reported to Practice Managers, Jaswinder Larh, and Vivian Ward.

It was recommended to wait a while before contacting other surgery PPGs in our Hub, as it is thought that our PPG is more developed than most and we might be inundated with requests for help!

The Hub that Loughton Surgery belongs to has made the decision to run the shared services themselves. This way all the staff are regular employed staff, not locums.

A number of other Hubs have contracted these services to another provider, leading to the surgeries not having quality control over the services provided.

Ear syringing is coming to an end, the use of water is no longer considered appropriate practice. There is no payment from NHS England as yet for the up-to-date treatment by micro suction at surgeries, but it is hoped that this will be forthcoming. Pharmacy First does not offer ear syringing /wax removal, but individual chemists may do so for a fee.

1. **There was a discussion about joining NAPP** – the National Association for Patient Participation – see <https://napp.org.uk/> This was thought to be a good idea, will ask Dr Larh if there are funds to cover membership.
2. **Date of next meeting: Wednesday 17th July at 5:30pm**