

**REDGATE MEDICAL CENTRE/SOMERSET BRIDGE MEDICAL CENTRE**  
**NOTES OF THE PATIENT PARTICIPATION GROUP MEETING HELD ON**  
**WEDNESDAY 25<sup>TH</sup> APRIL 2018**

**Present:**

Clair Brown, Patient Rep, RMC

Pat Crick, Patient Rep, RMC

John Sealey, Patient Rep, RMC

Sue Boulton, Patient Rep, RMC

Elsa Gell, Patient Rep, SBMC

Kathy Bartley, Practice Manager

Allison Scott, Receptionist/Carers Champion

Item 2 – Ann Marie Williams, Village Agent & Gail McCarthy, Positive People Programme

**1. APOLOGIES**

Apologies were received from Phyllis Smith and John Mitchell.

**2. VILLAGE AGENT & POSITIVE PEOPLE PROGRAMME**

Ann-Marie was introduced to the meeting and outlined her role as the Village Agent covering the 6 Bridgwater town GP practices. Ann-Marie is currently able to receive referrals from GPs and members of the public. She explained that to date the most common reason for referral has been due to social isolation or transport difficulties getting to activities.

Ann-Marie mentioned that a Talking Café is now up and running every Thursday morning at The Arts Centre which is attended by a range of health/care agencies including Adult Social Care, St Margaret's Hospice, legal advisers, Somerset Sight. Next month a Community Connect Event is being organised to officially launch the café. Some concern was raised from group members whether the Arts Centre was the best venue for the Talking Café, one group member suggesting that Victoria Park Community Centre might be a more 'inclusive' venue for clients. Alternatively a travelling roadshow or Pop-up surgery in the town centre may be a helpful way to promote the services of the Village Agent and the Talking Care amongst people who do not necessarily visit their own GP practice often.

SB shared her recent personal difficulty in trying to access support from adult social care services for her mother which Ann-Marie agreed to feedback to the service provider.

Ann-Marie outlined other activities up and running locally include a 'Men's' Shed in Old Taunton Road which is now running sessions Tuesday mornings and Thursday afternoons, though it hopes to expand this to daily sessions. A 'She' Shed and specific sessions for people with Learning Difficulties/Autism are planned for the future.

Members of the group enquired whether there was anything they could do support patients attending the Talking Café as it is was felt that attending such an event for the first time can be

extremely daunting for some people. It was suggested that volunteer 'Meet and Greeters' might be a way of breaking down barriers. Ann-Marie agreed to feedback this suggestion to her line manager.

Concern was also raised that as Ann-Marie's profile within the community grows whether 30 hours per week Village Agent support that she would become inundated with referrals. It was agreed that this concern should be raised with Raj, The Village Agent Coordinator.

Action: PPG to write to Raj, Village Agent

Gail from the Positive People's Programme was welcomed to the meeting and provided group members with a summary of her role in supporting people to overcome barriers and get them back into work or training. The programme, which is open to anyone aged 18 plus who are not currently in any paid work, can provide help to access benefits, financial advice, preparation for work trials, CV writing and interview practice. The programme is currently being delivered with Big Lottery and social funding and Gail is available to support people living in Sedgemoor, Taunton Deane and West Somerset. People can self-referral to the programme.

### **3. McMILLAN TEA (GARDEN) PARTY**

AS/KB asked the group whether they would be interested in organising a tea party in aid of McMillan as part of their annual Tea Party celebrations. It was suggested that this could be combined with a celebration event/promotion of the Redgate Community Garden. Members of the group thought that it would be a good idea to arrange this after a gardening session towards the end of summer when the garden was in full bloom and there would be fruit available from the fruit garden.

Action: AS/KB to identify a suitable date for the event.

### **4. SELF-CARE AGENDA**

KB tabled posters recently provided by Somerset CCGs Medicines Management Team detailing how much money each practice had spent in the last financial year on 1) all self-care products 2) hayfever medication which can be purchased at a pharmacy. The aim of the posters is to highlight to patients what alternatives the money could have been spent on. For Redgate the total spend on self-care products equated to 24 hip replacements or 520 chemotherapy treatments.

### **5. PRACTICE UPDATE**

**Social Prescribing** – KB informed the group that she had recently submitted a bid for funding on behalf of all the Bridgwater Bay Health Federation practices to Sedgemoor District Council to roll-out social prescribing activities within all practices.

**Practice staffing** – Since the GP recruitment evening the practice has received positive interest in the GP vacancy. Lesley, Practice Nurse is leaving the practice shortly to take up a community nursing post nearer to her home in North Somerset. Dawn, HCA has recently reduced her hours. The practice is currently reviewing the overall skill-mix of the nursing team before going out to advert.

## **6. SUGGESTED ITEMS FOR THE SUMMER NEWSLETTER**

Tea (Garden) Party promotion

New contraceptive coil/implant fitting service

Sun Safety

Self Care Agenda

Village Agent promotion

Social Prescribing update

Promotion of Men Shed

## **7. ANY OTHER BUSINESS**

CB commented that SASP had recently provided £80 worth of gardening vouchers in support of the Redgate Community Garden and suggested that his money could be put towards creating a path through the fruit garden.

Action: KB/CB to meet to discuss plans and ideas for the garden.

With the practice's focus on physical activity and weight management it was asked whether it was practical for a set of weighing scales and a height measure to be made available for patients to undertake these measurements themselves.

Action: KB to discuss suggestion with the clinical team.

## **8. DATE AND TIME OF NEXT MEETING**

Wednesday 6<sup>th</sup> June, 10.30 am, Redgate Medical Centre