

	<p>CK also thought it would also be helpful to have a box for patients to post member and volunteer forms into although it was felt this might not be necessary if a member of staff was appointed as a link to ARK.</p>	
3.0	Chairman's Update	
3.1	<p>BH (LTSPPG) and LT (ARK/LTSPPG) have volunteered & will be attending the "Celebrate Hospital Volunteering" and be part of "Shaping its Future" celebration/meeting on Wednesday 5th February at the Dome in Worthing.</p> <p>Post Meeting: DUE TO CORONAVIRUS BH's REPORT ON MEETING/ CELEBRATION CAN BE FOUND IN SECTION 9.</p>	
3.2	<p>The bench for Findon surgery is still in its delivery wrapping and needs to be moved into its position in front of surgery main entrance. The bench is heavy and requires several people to move it or 2 people with a trailer that can carry the weight. Any suggestions/volunteers?</p> <p>Post Meeting: Thanks to CBU, KTY, MG & DP for moving the bench into location in front of main surgery entrance.</p>	
3.3	<p>The next WSCCG PPG ALLIANCE meeting is proposed FOR Monday 16th March at 6.15 – 7.45pm at Lime Tree Surgery, Findon. Awaiting permission from TM.</p> <p>Post Meeting: TM has agreed that this can go ahead Tom is this OK and where can we hold it? Will need to put on refreshments.</p>	TM
3.4	<p>KTY and fellow patients are concerned regarding use/congestion in DHC Car Park. On several occasions over the last 2 weeks KTY has observed that all the bays are full at 1pm. On every occasion there were no patients in the waiting room. While it is understood that work is going on at DHC to resurface the roof this should not be adding to car park usage. The feedback from NHS Reception is that some of the cars may be left, all day, by people working at nearby offices. Also, nurses are using it rather than parking in their own designated spaces.</p>	TM
3.5	<p>DP, who is our representative for DHC, is proposing to hold a meeting at DHC for Lime Tree patients to promote the PPG group & discuss ways to improve communications & participation. There are several issues like notice boards & communication (i.e. Comments box) that need addressing.</p>	DP/KTY
4.0	<p><u>Low Carb Discussion Group: Type 2 Diabetes Programme Update (PA Update)</u></p> <p>The West Meads Surgery Bognor Regis Type 2 Diabetes (T2D) patient support group is now up and running. Dr Lynne Kirkwood (Dr. LK) and I held a launch</p>	PA

	<p>session before Christmas. We have followed up with two sessions in January. All well attended with patients grasping the opportunity to improve their health by adopting a low carb lifestyle. Currently we plan to hold support sessions every three weeks.</p> <p>Progress continues to be made towards the launch of the West Sussex Clinical Commissioning Group (WSCCG) T2D pilot programme. At Dr RD request I met her for a brief discussion on the background to the pilot on Monday 20/01/20. At that meeting she informed me that she had been successful in recruiting the third practice to participate in the pilot.</p> <p>On Tue 18/02/20 Dr Trudi Deakin (Dr.TD) the Chief Executive of X-PERT Health will visit Worthing for a meeting with Dr Hannah Davies (Dr.HD), Executive Medical Director of our WSCCG, Dr LK, Dr RD and myself to consider how the project might utilise X-PERT classroom and on line education courses for the structured patient education component of the pilot.</p> <p>Two potential Educators with the recommended qualifications in Nutrition have been identified for the delivery of X-PERT courses. Current indications are that it may be some months before the WSCCG will be able to commission the X-PERT courses should Dr Davies decide to proceed with building the pilot around X-PERT courses.</p>	
5.0	<p>Overview of Primary Care Network (PCN) Focus Group Meeting held on 13th January 2020 at Phoenix Medical Centre.</p> <p>This topic is carried over to next meeting but there was a general discussion by those people who attended the meeting. Still some confusion regarding what PCN is and what benefits it has for patients.</p>	TM
6.0	<p>Pathway for Dementia & Alzheimer's at Lime Tree Surgery Patients. (DP)</p> <p>Due to no Practice Doctors being present this topic will be carried over to the next meeting.</p>	
7.0	<p>Meeting Topic (Open Discussion): What Areas Can Volunteers Support Practice & Patients?</p>	
7.1	<p>Lead Volunteer: It was again highlighted at the meeting that someone needs to manage the volunteers and that more patient awareness of this matter to encourage more to come on board.</p>	All
7.2	<p>Communication: Generate new posters or by newsletter from the practice. This was followed by a discussion whether it is feasible to message patients using Practice texting system (e.g. used to confirm appointments) as the PPG do not have access to this.</p>	TM & SL

<p>7.3</p> <p>7.4</p>	<p>No progress on someone to monitor website. An advert has been placed for someone to work in this field and take on the responsibility of the website.</p> <p>PPG Questionnaire: It might be useful to generate questionnaire to promote group and understand whether patients fully understand its function and existence.</p> <p>Need to identify the areas of questioning and the details to be included. KTY would like a group of members to put together the appropriate questions to make up the questionnaire.</p> <p>PPG Virtual Group: This was set up by the previous practice manager. It would be a useful addition to PPG to expand patient base. SL to investigate numbers and if a list of virtual patients is still held.</p> <p>There was a discussion about the need to improve contact with patients at Findon and Durrington. Practice email the best approach which would require patient consent first. It is hoped we could have the Questionnaire ready for the AGM and be able to distribute at forthcoming Flu Clinics.</p>	<p>KTY</p> <p>SL</p>
<p>8.0</p> <p>8.1</p> <p>8.2</p> <p>8.3</p> <p>8.4</p>	<p>A.O.B.</p> <p>SL informed the group that a Patient Survey is ongoing and asked all patients to complete these forms which can be found at reception.</p> <p>CORONAVIRUS: Systems are in place, patients will be asked if they have had any contact with the virus, NOT to attend the surgery but to phone practice or contact 111. The practice has an isolation room, if required and at the time of the meeting, there was no acknowledgement of any local cases.</p> <p>TB informed us that she had accrued £15 from recycling spent printer cartridges. The Chair thanked TB for her hard work in raising these funds.</p> <p>LT informed us Sight Support Worthing are holding a Health and Well-being Event on 27th Feb from 10 to 1pm.</p>	
<p>9.0</p>	<p><u>“Celebrate Hospital Volunteering” – Report of a meeting held at the Dome, Worthing on 5/2/20</u></p> <p><u>1 Introduction</u></p> <p>The event was organised by the charity ‘Community Works (CW)’ – see leaflet & 2 below</p> <p>They had been tasked to provide information on volunteering as requested by NHS England.</p>	

It was mainly aimed at volunteer support for hospital patients – a Western Sussex Hospital Trust (WSHT) welcome pack was retained.

About 60 attendees were divided into discussion groups of about eight people who fed back to CW during the session.

2 Community Works

This organisation attempts to match volunteers to vacancies; it can advertise volunteering vacancies via their website and the Local Community Network (LCN).

It took over from the Council for Voluntary Services (CVS) about 2-3 years ago.

They offered to try to link volunteers keen to support the Lime Tree Surgery (LTS) Patients' Participation Group (LTS PPG). These might not be LTS patients but resident locally.

They are due to meet Dr Niri (LTS) soon regarding liaison between local GP Practices and volunteer organisations, although it's not clear at this time how this fits in with PPG initiatives.

3 WSHT Hospital Volunteers

The hospital has about 400 volunteers on its books. This includes an advocacy/befriending service.

It was noted they are able to get Disclosure and Barring Service (DBS) checks for £8. – see Community Works leaflet for contact.

One of the main reasons given for volunteering was that volunteers value meeting people in the hospital environment.

Many are younger age volunteers who are looking for work experience or pre-med training – useful for a CV.

Guild Care currently has the contract to provide the 'Home from Hospital' service.

The hospital recently held a diabetes event; did the LTS PPG hear about this?

4 Points noted during discussion

'Knowing Me' is a hospital volunteer group who seek out the background to patients so that other support teams can follow up with a more friendly and knowing approach.

GP referrals to hospital should highlight any perceived need for befriending/advocacy support during the hospital stay. Ward staff should pass this on to hospital volunteers.

	<p>After hospital discharge the GP letter should highlight any aftercare needed by volunteer support groups to trigger action by those organisations. GPs would need to pass this down as appropriate.</p> <p>University of the Third Age (U3A) was thought to have diverted people who might otherwise have volunteered.</p> <p><u>5 Steyning PPG</u></p> <p>Steyning PPG produces a newsletter and has about 120 volunteers to deliver some 5K copies.</p> <p>There is a ‘Good Neighbour’ group in Steyning which provides volunteer drivers for hospital transport. This is not part of the PPG’s activities; users pay £10/yr for access</p> <p><u>6 LTS PPG</u></p> <p>To my small group I gave an outline of LTS PPG activities: the Walking Group, Keep Fit and Diabetes Support, and future initiatives – listeners seemed much impressed. I also mentioned St Lawrence has similar aspirations e.g. the walking group, leaflets etc.</p> <p>It was suggested that co-ordination/liaison of PPGs through the Care Commissioning Group LCN (CCG/LCN) guidance would help broaden and provide a common approach for volunteer support.</p> <p><u>7 Leaflets</u></p> <p>Copies of the Hospital Volunteering guide and the Community Works leaflet were retained for PPG records.</p> <p>Written by BH (Rev 1 - 14/2/20)</p>	
10.0	<p>Next Meeting – Monday 6th April 2020 1-2pm Venue Findon Surgery.</p> <p>Update: ALL LTSPPG MEETINGS HAVE BEEN POSTPONED, DUE TO CORONAVIRUS, UNTIL FURTHER NOTICE.</p>	

Polite Note: If there are any major error’s found in these notes please feel free to contact: chair@limetreesurgeryppg.org.uk or secretary@limetreesurgeryppg.org.

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