



LIME TREE SURGERY
Patient Participation Group

Virtual Patient Participation Group Meeting on 25th August 2020.

The meeting was opened by Lime Tree Surgery P.P.G. Chairman welcoming participants including new members from Goring Surgery.

The meeting continued with KTY and CB hosting a presentation on the role and aims of the P.P.G. which involves “Listening, Learning, Improving and Care”.

This has been our objective when trying to improve the health and well being of all patients and which the has been successful recently in fulfilling by:

- Setting up a Keep fit group.
- Supporting and promoting the new Walking Group (Strollers) that has been very successful with more than 70 people enrolling.
- Creating and running a P.P.G. website providing patients with up to date information and news of relevance to their health care service and P.P.G. updates.
- Provision of Health and Wellbeing literature.
- Participants have been involved in reviewing the e.consult and improvements have been made following their input.
- The P.P.G. has also improved alliances with other local Health Care providers to help ensure continuity in practice and policies, with some ongoing plans still to be achieved.

These include:

- ARK..Acts of Kindness who also provide a Befriending Scheme.
- Bereavement services via Sussex NHS Commission.
- Diabetic Care..In house group and Diabetic Ambassador.
- Worthing Park Run
- Providing support during the Annual Flu Clinics. *See Action Plan.
- Volunteer Patient Coordinator. * See Action Plan.
- Dementia and Alzheimer’s support.
- Wellbeing Communal Garden.
- Self Care Champions. *See Action Plan.
- IT training for patients. * See Action Plan.



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The patients also raise funds to provide services or equipment for the benefit of the patients that may not be funded by the NHS, through their charity.

These funds come from:

- Book sales.
- Donations
- Keep Fit classes
- Ink Cartridge Recycling. *See Action Plan.

In the past we have provided Defibrillator Machines, Blood Pressure machines, Benches for patients waiting for pick up services, Clocks and baby changing equipment to mention a few beneficial items.

In the continuation of the meeting the question was raised about how to bring Goring patients into the P.P.G.

Suggestions from the participants were:

- Getting volunteers to become involved in the P.P.G.
- Possibility of alternating the site of the meetings to encourage local involvement.
- Where to meet?

TM (Managing Partner) informed us that Goring had a suitable room that could be used. *See Action Plan.

- How many meetings a year?

KTY and the group felt that the 2 monthly/ 6 meetings a year worked well. It was mentioned there maybe a possibility of urgent meeting ie To address flu clinics support etc.

- Any further updates on the Newsletter.

*See Action Plan.

Flu Clinics 2020.



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TM (Managing Partner) gave a brief update of where we are regarding Flu Clinics at the time of the meeting..

- NHS letters for flu vaccinations were being sent out and surgeries were still planning how to address the increase of patients to be vaccinated and the impact of Covid-19 on said sessions.
- Vaccines should be arriving mid September and help will be required for support during these sessions. *See Action Plan.
- JF (Goring pt.) asked about pharmacies doing some of the vaccines..TM (Managing Partner) informed us that there were discussions in place about secondary care colleagues working with the practice during the Flu vaccination period and they are attempting to provide as much service on Flu vaccines as is possible in the first 6 weeks of that period.

Type 2 Diabetes Update.

Report by P.A-Diabetic Ambassador on T2D Education and support from CCG.

Pilot groups had been arranged previously but Covid-19 had halted proceedings, same to be reviewed at a later date.

Lime Tree Surgery had offered to participate and P.A. is arranging to meet with T.M. and M.G.at LTS. *See Action Plan.

A.O.B.

LT informed us the ARK continue to work through Covid-19 and helping with gardening, shopping and collecting prescriptions etc. in the Findon area. She commented that it might be helpful to many if the information of ARK was added to prescription forms and was disappointed that this hadn't already taken place.. *See Action Plan.

LT also informed us of the new Findon Valley Residents Association (FVRA) notice board outside the library, bordering the entrance to Lime Tree Surgery and would be happy to display useful information from the group.

TM then closed the meeting and arrangements for next meeting are:

Tuesday 6th October 1-2pm via Zoom.

ACTION PLAN...



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1) Providing support and marshalling duties during the Annual Flu Clinics.....DB

Patients willing to volunteer please email DB at: denise.barraclough@nhs.net

2) Volunteer Patient Coordinator..

The group is looking for someone willing to perform this role.....KTY

Anyone interested please contact KTY for information at

kenyeates1951@aol.com

3) Self Care Champions.....KTY/JF

For more information please contact KTY at kenyeates1951@aol.com

4) IT training for patients.....KTY/MG

KTY was going to discuss with MG about the possibility of organising same.

5) Ink Cartridge Recycling.....KTY/TB

It was felt there was probably a need to advertise this more widely as it could be very beneficial towards raising funds for the charity.

6) Facilities for meetings.....TM

Possible use of the meeting room venues at Goring and LTS when construction work has been completed.

7) Update on Newsletter.....DB

The first Newsletter has been released and the frequency of circulation is to be decided and confirmed. The newsletter is available on the website.

8) Diabetic T2D education and pilot study.....PA/TM

Meeting to be arranged with PA and TM, MG and JF to be included in the meeting.

9) Information regarding ARK being added to prescriptions.....TM/LT

Arrangements to be made to see if relevant information about the services ARK offer could be added to patients prescriptions form.