

Community Healthcare Champions Group

Minutes of:	Denton Medical Practice - Community Healthcare Champions Group
Date:	15 March 2018
Attendees:	Dr Majid, Lindsey White (Minutes), Sharon Bowater, Judith Firman, Sue Hamilton, Rachel H, Susan D, Brenda P, Norma R, Dawn C, Diane W, Peter W, Mavis M, Paul W, Patricia S, John G, Anne B
Apologies:	ML, CM, JG
Circulation:	Attendees and Apologies
CC:	HN, CA, MB, MR, EZ, DU, FA, AM, LP, NM, JI, PO

ACTION POINTS		
No:		By Who
2	<p>A leaflet/quick guide is to be developed to advise patients of alternative services</p> <p>A leaflet/Quick guide to who, where, what, to help patients decide if they need a Triage appointment or routine</p> <p>One or two patient members to spend time in waiting room gathering further information.</p>	<p>To be developed by the practice and reviewed by all members</p>
2	<p>Practice to consider music or information screen.</p> <p>Advise staff to ensure they are not breaching confidentiality in reception area.</p> <p>Develop a poster to advise patients they can be seen in a private room if they do not want to discuss anything at front desk</p>	<p>LW</p> <p>LW/SB</p> <p>SB</p>

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3	<p>All group members to gather information on local groups</p> <p>RH to gather information of child services</p>	
4	Patients to consider being the chairperson	
5	Patients to consider being the secretary	
7	<p>Buddy system to be discussed a next meeting</p> <p>Consent form for contact details to be created</p>	LW

No:	Item	By Who
1	<p><u>Welcome</u></p> <p>Lindsey welcomed the group. A brief explanation of the practice view and desires for the group.</p> <ul style="list-style-type: none"> • To improve practice • To gather information of local groups/activities to share with patients • To improve working relations with patients and the community 	LW
2	<p><u>What do you want to focus on in the practice</u></p> <p>The group discussed improving access to clinical staff.</p> <p>The group advised not all patients aware of triage service. What is classed as urgent, what can wait?</p> <p>The group felt the reception team should</p>	

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	<p>be able to help in all situations or ask a senior team member if they cannot deal with patient's request.</p> <p>The group discussed the alternative services available to patients, such as Pharmacy First, 7 day access hub</p> <p>The group discussed a patient member spending time in reception to gather further patient feedback.</p>	
<p>2</p>	<p><u>What do you want to focus on in the practice continued</u></p> <p>Confidentiality was raised in reception area.</p> <p>Lindsey advised that the practice is aware and looking into a advice screen.</p>	
<p>3</p>	<p><u>What do you want to focus on in the community</u></p> <p>The group discussed some of the local services they are currently aware of:</p> <ul style="list-style-type: none"> • Walking football/Tennis • Singing group • Yoga/Tai Chi • Rhyme and Time • Library • Walking groups <p>The group discussed sharing the information in practice on a notice board, website and Facebook.</p>	
<p>4</p>	<p><u>Volunteer to be group chairperson</u></p> <p>Lindsey asked to group to consider putting themselves forward for the position.</p>	

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5	<p><u>Volunteer to be group secretary</u></p> <p>Lindsey asked to group to consider putting themselves forward for the position.</p>	
6	<p><u>How often does the group want to meet</u></p> <p>It was agreed to meet every 3rd Thursday of the month at 5pm during the practice closure for Target.</p>	
7	<p><u>AOB</u></p> <p>Lindsey advised to group of the recent contact of all housebound patients to ensure their safety in the bad weather. They patients contacted were grateful but a small number of them advised us of their loneliness.</p> <p>The group briefly discussed a buddy system, to encourage patients to build friendships and a support network to reduce they loneliness in the community.</p> <ul style="list-style-type: none"> • Telephone system • Popping in for a coffee and chat visit • Popping in for a game of cards <p>The group suggested building a register of patients in need of the service.</p> <p>Consent to share email contact details within the group members was discussed.</p>	
20	<p><u>Date of Next Meeting</u></p> <p>Thursday 19 April 2018 at 5pm</p>	