

**FOREST HOUSE MEDICAL CENTRE & WARREN LANE SURGERY
PATIENT PARTICIPATION GROUP
MINUTES OF THE MEETING HELD ON 09/11/2015**

	ITEM	ISSUE	ACTION
	Attendance & Apologies	Hasmita Lad, Paul Linnett, Lynda Ince, Val Hutchinson, Linda Greenwood, Grahame Lees, Wendy Brooks, Mike Chilton, Shilla Naik, Elemer Fejer, Ken Cowan, Gary Mitchell, Diane Stubbs, Dr Milton. Apologies from: Joyce Purcer, Maureen Harwood & Merle Joyce	
1.	Matters Arising	.Paul explained that he had not been able to attend the Gala	
2.	Talk by First Contact	<div data-bbox="622 671 913 847" data-label="Image"> </div> <p>First Contact is a multi-agency scheme across Leicestershire bringing a range of services to vulnerable people aged 18+ who are resident <i>within Leicestershire</i>.</p> <p>Lisa from 'First Contact' gave a brief talk regarding the service</p> <p>The scheme is run by Leicestershire County Council in partnership with the district councils, the police service, the fire service, voluntary groups and other organisations that work with vulnerable adults.</p> <p>How does First Contact work?</p> <p>When a staff member from any of the agencies involved in the scheme, such as a volunteer, police officer / police community support officer, environmental health officer, victim support staff, council worker or firefighter is in contact with a vulnerable adult by; a visit to their home, a telephone call or during their work with them, they can</p>	

offer to complete one simple referral form (checklist) to find out if that person has any other particular needs, for example;

- ✓ Information about local groups and activities
- ✓ Advice and support for carers
- ✓ Information on children's activities for parents and guardians
- ✓ Assistive Technology (e.g. medication reminders / fall detectors / lifelines)
- ✓ Becoming more physically active
- ✓ Adult Learning
- ✓ Help with cleaning / gardening / handyman-type services
- ✓ Getting the right benefits
- ✓ Managing finances / debt advice
- ✓ Advice and support for victims of crime / rogue traders
- ✓ Advice and support on antisocial behaviour/hate crime
- ✓ Smoke alarms/home fire safety checks
- ✓ Home repairs
- ✓ Help & support for people with a visual / hearing impairment (e.g. talking clocks & newspapers / Braille & mobility training / vibrating –pad smoke alarms / flashing doorbells / home visits & assessments)
- ✓ Help & advice for a smoke-free home

Lisa explained about the referral form and handed out some sample forms. Patients cannot self-refer but can be referred via the GP surgery or a carer
Lisa explained about the types of help and services that can be provided via a referral by first contact.
Lisa said she would provide some posters for the website and the waiting room.

3.	Patient satisfaction questionnaire – volunteers wanted	Diane explained that the Patient Satisfaction questionnaire discussed at the last meeting has now been purchased and printed and because the survey is 4 pages long some patients may need help in completing them. Lynda, Mike, Paul and Hasmita volunteered to come in and hand out the survey. Diane explained that survey would need to be completed in the surgery as it is important to have as many of them completed as possible. The company that have supplied the questionnaires and they provide the results and do the comparison with a bench mark of other practices.	
4.	AOB Thorpe Astley	Paul asked if there was any progress with the opening of Thorpe Astley. Diane explained that there had been a couple of meetings and if everything is agreed then the surgery would open in April 2016 and would be open every morning and patients would be able to go to any of the surgeries and it is likely . The practice currently has 1000 patients registered that live in Thorpe Astley.	
5.	Appt system	Hasmita asked if there was any change in the pre booked appointment system. Gary explained that there would probably be some changes after the survey has been completed and then any changes would be evidence based.	
6.	Lubbesthorpe Funding	.Paul asked about the funding for health care facilities that was going to be available with the new housing in Lubbesthorpe. Diane explained that the practice has been informed that there is a pot of money available to improve the health care facilities at the Warren Lane surgery but that it wouldn't be available until 200 houses had been built. There have been some discussions with NHS England there has been no decision yet on how the money will be used.	
7.	Date and Time of Next Meeting	The next meeting will be on. Monday 11 th January 2016 Proposed dates of meetings for 2016, March 14 th , May 9 th , July 11 th , September 12 th , November 14 th .	