OAKWOOD MEDICAL CENTRE PATIENTS PARTICIPATION GROUP

**MINUTES OF MEETING HELD ON 18th OCTOBER 2018**

Present:

John Hill (Chair), Sian Bevan, Stacey Holding, John Hill, Elena Dellafiora, Lynn Lambert, Marilyn Brewster, Nevin Kaleli, Stephanie Jacobs, Babu Shah, Martin Dunn, Maria Mitchell, Tom Devine

Apologies: Monty Meth, Rohinton Khajotia, Doreen Feldman.

*In the absence of Monty Meth, whose apologies are noted above, Mr John Hill was nominated to chair the meeting. He accepted the invitation to chair the meeting.*

1. **Introductions –** Mark Warwick, the GP and Hospital Liaison Officer for Enfield Carers gave a presentation. He stated that approximately 10% of patients in each practice are carers (per AGE UK) and that their contribution to the NHS is calculated at £132bn (the same amount as the NHS budget), so it’s vital to support carers to prevent them falling ill.

There are currently 6,000 carers registered, so they estimate there are 24,000 carers unregistered in Enfield. Registration is made by completing an application form, and is available to every carer living in the borough, or caring for someone living in the borough. The carer must be an unpaid carer, not a paid professional. It’s for carers of ALL vulnerable patients, not just the elderly. Enfield Carers offer free respite care to enable a carer to attend the centre. They also issue a Carer’s Emergency Card to advise the emergency services of the person being cared for, in the event of the carer having an accident.

They currently have 8 counsellors, with 3 more joining soon, so they have a very short waiting time, currently 1 week. They offer Benefits advice, and a free 15-minute consultation with a solicitor. They currently have 10 paid staff of which 4 are part time. They have 10 volunteers but more are needed. They receive grant funding from various sources including Children in Need and Warburton’s Bakery.

They organise 4 informal support groups covering Bereavement, Mental Health, Autism and Care Homes. They also run training courses for First Aid, manual handling and Basic Nursing skills. The Basic Nursing course has proved very popular, with 120 people trained over the last 6 months. The nursing course is funded by the Education arm of the NHS. It was initially designed for carers of patients being discharged from hospital. It has increased the confidence of attendees such that are making fewer demands on NHS services.

Enfield Carers offer complementary therapies to carers, mostly free of charge, (there is a small charge for massage and Tai Chi). Some carers may have more needs than the person they are caring for, i.e. they maybe infirm or mentally impaired. Any cause for concern is immediately passed on to Adult Social Services.

They have a group of 400 young carers registered aged from 5 to 18 years. Most referrals come from school as it’s not easy for GPs to identify their caring role. Enfield Carers carry out home visits and offer support and advice to those being cared for, as well as the care giver. A fortnightly group (the HUB) is held for 40 carers of primary and secondary school age to give them some time to be children. They organise fun outings, and presents for them at Christmas, but each Hub is massively oversubscribed.

They produce a newsletter every three month; 5000 are posted out each quarter. They currently have 2 videos in production, one for hospitals and GPs, the other for carers. These will be uploaded to YouTube when completed.

Mark also mentioned the Home from Hospital Scheme being funded by Social Services and the NHS, and being delivered by Alpha Care based at Community House, Edmonton. This is his **free** service is for people living in Enfield who are leaving hospital ***without*** *a* social services care package, intended to ease transition from hospital to home, and reduce the number of readmissions. It’s fully funded. Patients over 18 can self refer, and may receive up to 3 hours care per week for 3 weeks (depending on their need) free of charge.

John thanked Mark for both the style and content of his presentation.

**Minutes of meeting held 30th August 2018** were approved as a true record.

1. **Matters arising**
   1. **Single Offer**- Sian reported that the invoices raised in July had been paid in full. TB screening and Prostate Cancer follow up services were being carried out but payment was being held.
   2. **Minor Ailments Scheme** – card is available from Reception
2. **FFT**

The September report showed that 83% of patients responding to the survey would recommend OMC to their friends and family (down from 89% at the last meeting). John was still unhappy about the effectiveness and relevance of these figures, given that only 96 out of 330 people responded. Sian said that the survey is used by the team to identify areas for improvement. Elena said that the notice board needed updating to highlight improvements that have been made.

**DNA Report**

Sian stated that she had identified a problem with the DNA reporting using the current EMIST system compared to the previous Vision system. This may be the reason behind the upswing in statistics over the past year. She will investigate another way of measuring and report back to the next meeting.

1. **Emergency Appointments**

Tom raised the matter again regarding possible abuse of emergency appointments. Sian advised that patients are now being asked the reason for the emergency visit but some patients are unwilling to disclose the reason to non-medical staff. The doctors were unhappy about logging visits.

1. **AOB**

John stated that sometimes he has a problem hearing what the receptionists are saying and asked if they might be encouraged to articulate more clearly. Sian stated that they are trying to protect patient confidentiality; perhaps he could use the receptionist to the side?

Meeting closed at 11.06am

**Next meeting Thursday 10th January 2019 at 9.30am**

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