

**MINUTES**

**WOODHILL PATIENTS GROUP MEETING**

**MAYFIELD CHURCH OF ENGLAND PRIMARY SCHOOL**

**FRIDAY 29th APRIL 2016, 7.30PM**

Committee members present: John Gaunt (Chair), David Miles (Training)

Apologies: Bill Dixson (Vice Chair/Treasurer), Jeanette Hore (Secretary)

JG welcomed our guests, Jane Paterson who gave us a brief overview of her duties and specialisations in her role as our new Practice Nurse. She and Sally Payne then answered questions from our rather disappointing audience of seven. They assured us that the practice was staffed by a very committed team of doctors and support staff who were operating in a building not really suitable for a modern practice. Despite the shortcomings of the Woodhill environment it would appear that our patients are generally satisfied with the level of care they receive but it was stressed that any concerns would be taken onboard by the practice.

JG commented that the WPG had requested feedback from patients via the Yellow Pages and email to our mailing list of 100+ and to date no expressions of dissatisfaction in the practice have been received.

The appointment booking system in place appears to be coping with demand and Andrew Cornell had previously mentioned that there was in fact spare capacity in the system. Personal and anecdotal experiences from others confirm this view. The online repeat prescription option also seems to be well received by those able to engage it.

JG thanked Jane & Sally for taking the time to come and speak to us after a long day at work and apologised for the disappointing turnout.

Following on from our previous presentation by representatives of Care for the Carers we had invited Susanna Wallace, our local Carer Support Worker from Care for the Carers who is keen to help us bring their support services to carers in Mayfield and Five Ashes. She provided us with the following information.

**Care for the Carers** is our local carers centre. They provide free practical and emotional advice – face to face, by telephone, or online for unpaid carers throughout East Sussex.

Local groups and clinics are run around the county, including in Heathfield and Buxted, where you can come and chat with one of their Carer Support Workers and find out what support and services are available for you.

There are local carer support groups in Heathfield, Wadhurst and Crowborough. These give a chance for carers to meet together with a Carer Support Worker to have a chat, support each other and hear from a speaker about relevant issues.

**Flexi telecheck** is a new service, to increase flexibility and reduce social isolation for carers. If you need a short break from your caring responsibilities and worry about leaving the person you care for, then Flexi Telecheck may be for you. It means that when you’re out, the person you care for is receiving regular reassuring check calls by highly trained and skilled operatives. Calls could be welfare checks, prompting to eat or drink, medication reminders or just a quick informal chat to relieve anxiety.

The carer needs to give at least 2 hours notice and can leave home for up to 4 hours at a time between 8am and 10pm. The cared for person can have as many calls during this time as you both feel is appropriate. The person you care for needs to agree to the service and be able to answer the telephone.

This service is funded by East Sussex County Council and provided by WELbeing (Wealden and Eastbourne Lifeline).

**Carers Week:** From 6th – 12th June 2016, they are joining the national celebrations for Carers’ Week to raise awareness of caring, highlight the challenges carers face and recognise the contribution they make to families and communities throughout the UK. Care for the Carers and their partner organisations will be putting on events around the county, including an information stand in Sainsburys in Heathfield from 7th – 10th June.

This year they are focusing on building Carer Friendly Communities. Communities which support carers to look after their loved ones well, while recognising that they are individuals with needs of their own. New for 2016, they are asking local decision makers, from politicians to CEOs and business owners, to take up the Carers Challenge.  A number of carers groups across East Sussex are opening their doors and inviting these people, not to speak, but to listen to unpaid carers discuss the challenges they face day to day and to consider how they can make a difference in their roles at work and within the community.

For more information about support available to carers, please contact Care for the Carers on 01323 738390, email info@cftc.org.uk or visit their website: www.cftc.org.uk

JG thanked Susanna for her contribution and confirmed that WPG were still determined to explore ways of getting our community engaged with this topic and the valuable resources and support that Care for the Carers can offer.

**AED LOCATIONS:** We have repeatedly advertised the locations of our three defibrillators in the Yellow Pages newsletter and recently one of our number has raised the valid point that they are not currently located in positions which are readily visible to the general public. JG agreed and noted that the locations were decided upon by the previous committee members in consultation with various bodies in our villages. WPG remain open to suggestions for alternative locations which would have to be agreed by the relevant property owner of course. Another option would be to have some signage strategically placed around our villages which would advise people of the nearest unit. Security of the devices would also have to be considered. Our AEDs are located in waterproof unlocked cabinets. There was a case recently in Crowborough of an AED being vandalised.

JG advised that he had provided an AED demo to the Mayfield Tennis Club and as a result they had decided to purchase their own unit which would be located in the club’s premises and therefore on hand for members to use.

**AGM** – Unfortunately we were again unable to convene our planned rescheduled AGM due to the lack of a quorum.

JG advised that Jeanette Hore had given notice of her intention to stand down for her post as Secretary. The other committee members have again agreed to carry on in their roles until such time as a full AGM can be held at which time we shall offer the opportunity for others to replace or join us.

JG stated that he and the committee continued to believe that the WPG has an important role in providing a collective voice for patients in communicating their concerns with the practice when appropriate and putting forward ideas to improve the care they receive. However the absence of any such concerns being brought to us could lead us to the conclusion that everything is working to everyone’s satisfaction.

The WPG constitution states that our objectives are to “support Woodhill Surgery, to give its patients a voice and to aim to promote health and well-being in the community of Mayfield and Five Ashes” and our team is committed to this philosophy.

The meeting closed at 9.00pm.

Future Meetings:- Dates to be decided