

An Overview of the contributions made by Saddleworth Medical Practice Patient Participation Group in 2018 and the information presented at the annual general meeting on 6th November 2018

Annual Report 2018



Saddleworth Medical Practice Patient
Participation Group

Contents

Introduction	2
Mission Statement.....	2
Members.....	2
Achievements.....	2
Clusters.....	3
NAPP (National Association for Patient Participation)	3
Saddleworth and Lees Health and Wellbeing Sub-group	4
Saddleworth and Lees District Community Development Officer & Age UK PIP (Promoting Independent People) Officer	4
Oldham Community Leisure	4
Public transport provision to combat loneliness and isolation	4
Saddleworth Carers' Group.....	5
Dementia Work.....	5
Street Pastor Scheme.....	5
Support for New Parents	5
Practice Community Matrons	6
Practice Clinical Pharmacist	6
Healthwatch.....	6
Patient Feedback and how the Practice is Responding	7
Practice Staff Changes.....	7
Appendix 1 – Social Prescribing	8
Appendix 2 – Public Transport	9
Appendix 3 - Combatting Loneliness	10
Appendix 4 – The Clinical Pharmacist Minor Ailment Clinic	11
Appendix 5 – The PPG Role with Complaints.....	12
Appendix 6 – What are we doing to improve hand-out from AGM Nov 2018.....	13
Appendix 7 – Saddleworth Medical Practice Staff (Clinicians Special Interests and Organisational Structure)	14

Saddleworth Medical Practice Patient Participation Group

- Together with the practice has worked with Saddleworth School and the Youth Service in identifying carers who are school children with responsibility for a parent or other family member
- Produced a 'Survival Guide' for youths in collaboration with the Youth Forum.
- Has been involved in enhancing the communication with youths in the Saddleworth area and signposting them towards appropriate source of help
- Created Saddleworth Carers' Group for those with memory loss and their carers.
- Dementia Champion training provided to practice staff by a PPG member
- Contributed to a CQC (Care Quality Commission) inspection where the practice received a good rating. Two PPG members were interviewed by CQC inspectors.
- Arranged for the disabled car park spaces to be moved nearer to the surgery entrance on the Smithy Lane Car Park Uppermill.
- Arranged through the Local Authority for additional time for cars on Smithy Lane Car Park for those patients requiring it.
- Prompted the creation of a confidential screen in Uppermill reception.
- Prompted the instillation of a one-way mirror in Uppermill reception

Clusters

Oldham CCG (Clinical Commissioning Group) has grouped GP practices in Oldham within geographical boundaries called 'Clusters'. These Clusters have an average population size of 50,000 patients. There are five clusters in Oldham (North, East, South, West and Central). Debbie Clough is Cluster Transformation Manager for the Oldham East the cluster Saddleworth Medical Practice is a part of. There are eight practices in Oldham East: Leesbrook Surgery, Lees Medical Practice, Moorside Medical Practice, Pennine Medical Centre, Saddleworth Medical Practice, Saraf Medical Practice, Springfield House Medical Centre and St Marys Medical Centre. Oldham East has the largest cluster population of the Oldham clusters. Clusters will concentrate on work which reflects the health needs of their area; consequently priorities in clusters across Oldham will differ. One of Oldham East key aims to develop joint working between agencies (both public sector and voluntary). There will be new opportunities for PPG's (Patient Participation Groups) to contribute to cluster work. The structure of this is yet to be determined e.g. whether PPG's will join together within the cluster.

NAPP (National Association for Patient Participation)

The first PPG (Patient Participation Group) was formed in 1972. NAPP was formed in 1978. Saddleworth Practice PPG is a member of the national body along with 1000 other PPGs. The main aim of NAPP and PPG's is to foster the highest standard of primary care through the medium of patient participation. NAPP publishes regular useful newsletters. NAPP helps the Saddleworth PPG to be more aware of national issues and any action deemed appropriate e.g. action by the PPG to recognise the national self-care week. Ian Brocklehurst a newly-appointed member of the PPG is now looking in detail at the regular newsletters produced by NAPP to ensure we take note of issues which affect the work of the PPG.

Further details of the work of NAPP can be found on the website www.napp.org.uk

Saddleworth and Lees Health and Wellbeing Sub-group

The Saddleworth and Lees Health and Wellbeing group is a sub-group of Oldham Council's Saddleworth and Lees District Partnership. It aims to meet 4 times per year. This is a multi-agency group and includes local and borough wide services. The aim of the meeting is to share information, discuss projects and highlight gaps in services. Minutes of the meetings are passed to the District Partnership. The meetings are chaired by David Makin who is also a member of the Patient Participation Group at the Saddleworth Practice.

Saddleworth and Lees District Community Development Officer & Age UK PIP (Promoting Independent People) Officer

Christine Wilson is an ex-officio member of the PPG. Christine is employed by Oldham Council as the Community Development Officer for the Saddleworth and Lees District Partnership team. She regularly provides advice and support to the community and voluntary groups through various methods. As part of this work Christine collects a vast amount of information about the services and support, local groups, activities and events in the district. Many of those groups can assist vulnerable people whose health could improve from contact with those agencies.

Currently Christine is working with the Saddleworth Medical Practice to develop what is called *social prescribing* on offer to patients. The information held on groups and activities is being put into a social prescribing leaflet to pass on to patients who have been identified as possibly benefitting from non-medical services in the community. This links with the work of Age UK PIP (Promoting Independent People) Service which is being carried out in the district. Clare Tortoisshell the Age UK worker plays a crucial role in supporting vulnerable older people to re-connect in their community and to assist in reducing isolation and loneliness.

The PIP Service has an excellent relationship with the Saddleworth Medical Practice and receives the highest number of referrals from their GPs and health professionals throughout the Borough.

To contact Christine Wilson is Community Development Officer in the Saddleworth and Lees District Partnership Team call 0161 770 8416 or email chris.wilson@oldham.gov.uk
For more information about Age UK PIP call 0161 622 9288

Oldham Community Leisure

Oldham Community Leisure provides non-medical facilities in the community. They offer a wide variety of activities for all ages and abilities. They have five centres in Oldham, Chadderton, Royton, Failsworth and Saddleworth. Locally their Health & Physical Activity Development Officer is Jo Parry. Her role is to see where help, advice and guidance can be given relating to health issues such as, high blood pressure, high cholesterol, diabetes, falls prevention, pre/post-natal, pulmonary rehab, cardiac rehab and musculoskeletal issues. The service provided by Oldham Community Leisure are good example of services which could be utilised by social prescribers.

For more information call 0161 207 7000 or visit the Oldham Community Leisure website our website www.oclactive.co.uk

Public transport provision to combat loneliness and isolation

In advancing years especially it is easy to become housebound with little or no contact with the outside world. There are a range of services provided by transport for Greater

Manchester which have to be seen as part of social prescribing. Use of these services can help combat loneliness. Details of the transport provision provided through Greater Manchester Transport will be presented at the meeting. See appendix 2 and 3 for further information.

Saddleworth Carers' Group

In 2008 Dr Eamon O'Daly a retired G.P. and member of the PPG started a group which supports those with memory problems and their partners. The group is a sub-group of the Saddleworth PPG Meetings are held twice-monthly on Fridays at the Catholic Church in Uppermill. Besides social activities at meetings, trips to various places of interest are arranged throughout the year. Over 35 people attend regularly, with 50 on the books altogether.

Enquiries can be made by contacting Dr O'Daly on 01457 810614

Dementia Work

Dementia is an increasing problem in society about which none of us can know too much.

- Joyce Brown, a member of the P.P.G. has held sessions with members of the Saddleworth practice staff about the recognition and effects of dementia. A further dementia friendly session for new practice staff is being planned for 2019. A session on dementia is being considered for 2019 at the Delph surgery for members of the public.
- Efforts are being made to make the two Saddleworth Practice's surgeries 'dementia friendly' through signage
- In 2019 the practice will review its register of patients diagnosed with Dementia and those caring for those with Dementia.

Street Pastor Scheme

The Street Pastors scheme in Saddleworth is in the early stage of being set up in co-operation with the police, churches and council. Training for this has highlighted the needs of young people and the pressures they face e.g. bullying, on-line, drug/alcohol abuse, mental health problems. There are no age limits for the volunteers; however older people tend to be respected and the importance of more intergenerational interaction has been recognised. Joyce Brown a member of the PPG is the group's representative.

Support for New Parents

Alice Rea a member of the P.P.G. is looking at the support available to new parents from the Practice, other NHS providers, the voluntary and commercial sectors in the Saddleworth area.

It will consider support for:

- social isolation/loneliness
- parenting advice
- child development
- parental mental illness

All these are part of the social prescribing picture with the emphasis on the particular age group.

To date Alice has met with the Practice and with the Health Visitor Service and ascertained the services they provide and how they link together. Clearly a full list of services available for new parents is needed to enable accessibility.

Practice Community Matrons

At Saddleworth Medical Practice there are two part time community matrons. The role of community matron is not new and has been in Oldham since 2005. Both Sarah Hince and Jane Storer were part of the original team and are now employed directly by the practice. They are both experienced nurses with 40 years' experience of nursing practice between them. The main aim of the role is to co-ordinate care, reduce duplication and to manage patients' needs where possible in their own homes. They work with the housebound population and patients' with multiple long term conditions. They conduct assessments within people's homes. They also follow up unplanned emergency admissions to hospital ensuring that patients care needs are being met after a hospital admission. Both Sarah and Jane are non-medical prescribers and are able to examine and prescribe for a range of illnesses. Their wealth of knowledge and experience mean that they are able to provide a unique service. Sarah and Jane also support our residential homes to manage their patients within the community. The Community Matrons do acute visits to the residential home and also meet with carers and relatives to do proactive work such as advanced care planning. The work with the local residential homes has led to a reduction in hospital admissions for care home patients registered with the practice. The Community Matrons monitor admissions to hospital for our over 65 population. The Community Matrons can arrange provision of equipment to assist patients on their caseload within their own home. The Community Matrons work closely with other community services such as District Nurses, Age UK Promoting Independent People (PIP) Officers, Social services, Care Home Liaison service and care home providers.

Practice Clinical Pharmacist

Ian Colman is the Practice Clinical Pharmacist. He is trained to diagnose and treat a variety of conditions. Ian runs a minor ailment clinic which has been well received by patients in 2018. To find out more about the minor ailment clinic see appendix 4.

Healthwatch

Healthwatch Oldham provides an independent consumer voice for local people using NHS and social care services in Oldham. The service is designed to help patients and families get the best out of their health and social care services by using patient feedback to improve services provided within a hospital or community setting, GP practice or by Social Care. Additionally the team deal with NHS complaints They will:

- Listen to your feedback
- Influence services to change and improve the patient experience
- Help with any NHS complaint
- Signpost to services.

To contact Healthwatch call 0161 622 5700 or visit <https://www.healthwatcholdham.co.uk>
See also appendix 5 - The PPG Role with Complaints

Patient Feedback and how the Practice is Responding

The Practice and Patient Participation Group look at a variety of sources of feedback from patients (National GP patient survey, NHS Choices reviews, Friends & family test results and patients' comments and complaints). Two common themes are improving access by the phone and improving access to GP appointments. The practice is working hard to address these issues, for full detail of how they are doing this see appendix 6.

Practice Staff Changes

In 2018 Dr Sarah Garside retired and Dr Marina Li became a partner. Dr Shelley Grumbridge has joined the practice as a salaried GP and Jane Storer has been employed as a second Community Matron.

For details of the staff and their roles at the practice see appendix 7.

Appendix 1 – Social Prescribing

Social prescribing supports Individuals with social, emotional and practical needs. It aims to provide a sense of purpose, by helping individuals make new friends and learn new things. Any connection with a community and/or with local support services can help people feel happier, healthier, be independent for longer and combat loneliness.

Social activities can include arts, gardening, and creative activities. Practical support can involve helping with Housing Benefits; financial advice and employment training.

In short the benefits to patients include:

- Improved health and wellbeing
- Sustained independence
- Reduced isolation
- Trying out new activities and hobbies
- Being more active in the community
- Sharing own skills and experience
- Becoming a Community Champion
- Expanding medical support beyond the recognised NHS staff.

Appendix 2 – Public Transport

<p>Oldham Community Transport Dial-a-ride</p>	<p>The Community Transport Oldham Dial-a-ride service is available for anyone who experiences difficulty using public transport as a result of limited mobility. Available to the residents of Oldham, the service provides door to door accessible transport usually within the borough.</p> <p>All the minibuses are wheelchair accessible and bookings can be made up to two weeks in advance.</p> <p>Promobility wheelchairs and scooters Promobility provides manual and electric powered wheelchairs, and 3 & 4 wheeled mobility scooters for hire.</p> <p>This enables any person with limited mobility to access all the facilities in Oldham town centre with ease.</p> <p>The service is open to anyone whether their impaired mobility is temporary or permanent.</p>	<p>Tel: 0161 633 0097</p> <p>Promobility St Mary's Way Oldham, OL1 3BU Tel 0161 633 0040</p>
<p>Ring and Ride Community Transport</p>	<p>Ring and Ride is a door-to-door service for people of all ages who find it difficult to use public transport.</p> <p>You need to register with Ring and Ride and book trips in advance.</p>	<p>To book journeys: 0845 688 3989 (8.00am - 4.00pm)</p> <p>General enquiries: 0845 688 4933 (8.00am - 10.30pm)</p> <p>Ring & Ride - Transport for Greater Manchester website</p>
<p>TfGM Saddleworth Rambler 356</p>	<p>The 356 service connects the Saddleworth villages of Denshaw, Delph, Dobcross, Diggle, Greenfield station and Uppermill</p> <p>Departing at 7am on weekdays, the bus runs until 11pm Monday to Thursday and until midnight on Friday and Saturday.</p>	<p>https://tfgm.com/public-transport/bus/saddleworth-rambler</p>

Appendix 3 - Combatting Loneliness

The eradication of loneliness has to be part of social prescribing. Its prevention is an integral part of many people's health and wellbeing.

The Saddleworth P.P.G. has accepted the following definition of loneliness.

'Loneliness is a complex and usually unpleasant response to isolation or lack of companionship. Loneliness typically includes anxious feelings about a lack of connection or communication with other beings both in the present and extending into the future. As such loneliness can be felt even when surrounded by other people. The causes of loneliness are varied and include social, mental emotional or even physical factors.

So what can you do to combat the effects of loneliness?

1. Recognize that loneliness is a sign that something needs to change. A prerequisite for solving any problem is recognition it exists.
2. Understand the effects that loneliness has on your life, both physically and mentally.
3. Saddleworth is fortunate in having many organisations to join. There are many social events in Saddleworth. You may need help here and members of your patients' group may be able to suggest a course of action.
4. Focus on developing quality relationships with people who share similar attitudes, interests and values with you. What are your interests?
5. Expect the best. Lonely people often expect rejection, so instead focus on positive thoughts and attitudes in your social relationships. Smile and try to fill your diary.
6. Identify the reasons why you feel lonely. In order to make changes that will truly help you, you will need to take some time to figure out why you are feeling lonely. For example, say you assume that you are lonely because you don't have enough friends and you go out and make more friends. You may still feel lonely after making new friends if your loneliness is the result of having too many friends previously and a lack of meaningful connections.

Consider some of the following questions to help you determine why you are feeling lonely:

When do you feel the most lonely?

- Do certain people make you feel more lonely when you are around them?
 - How long have you been feeling this way?
 - What does feeling lonely make you want to do?
7. Start a journal to track your thoughts and feelings. Journaling can help you to understand your feelings of loneliness better and it is also a great way to relieve stress. To get started with journaling, choose a comfortable place and plan to devote about 20 minutes per day to writing. You can start by writing about how you are feeling or what you are thinking, or you can use a prompt. Some prompts you might use include:
 - "I feel lonely when..."
 - "I feel lonely because..."
 - When did you first start feeling lonely? How long have you felt this way?]
 - When did you first start feeling lonely? How long have you felt this way?]

Appendix 4 – The Clinical Pharmacist Minor Ailment Clinic

Ian Colman is our Clinical Pharmacist he is trained to diagnose and treat a number of conditions. This means that you do not need to see a doctor if you have one of the conditions covered by the scheme, as our pharmacist can write prescriptions for you if necessary.

Conditions covered:

Acne	Medication Reviews
Allergies	Mouth ulcers
Cardiovascular Disease Reviews	Nappy rash
Chest infections (aged 5 plus)	Nasal congestion/sinusitis
Chickenpox	Oral contraceptive (routine review)
Cold sores	Period pain/ heavy periods
Constipation	Scabies
Coughs and colds	Shingles
Cradle cap	Sinus Infections
Cuts/Grazes (minor)	Skin rashes (not mole checks)
Diarrhoea	Sore throat/Tonsillitis (aged 5 plus)
Dyspepsia (indigestion, bloating, nausea, sickness)	Threadworms
Ear infections (aged 5 plus)	Urine Infection/ Cystitis (aged 6 plus, females only)
Ear wax	Warts and verrucae
Eczema/Psoriasis/Dry skin management	Weight management
Emergency contraception	
Eye infections	
Exacerbation of Asthma/COPD	
Fever	
Flu vaccinations	
Fungal infections (oral and vaginal thrush, athlete's foot, fungal nail infection)	
Gout	
Hay fever	
Haemorrhoids/ Piles	
Hypertension reviews	
Impetigo/Skin infections	
Insect bites	
Irritable Bowel Syndrome	

Excluded patients: Under three months of age unless for cradle cap, conjunctivitis, nappy rash, or oral thrush.

Appendix 5 – The PPG Role with Complaints

The PPG has an established role with complaints approved by the Practice via a PPG meeting. Its policy is re-produced below. It was written by Alice Rae.

This policy is followed alongside the Saddleworth Medical Practice's Complaints Procedure, which can be found in the Practice's Complaints and Comments Leaflet. This leaflet is available from the surgeries or can be found at:

<http://www.saddleworthmedicalpractice.com/info.aspx?p=11>

Aim of the Policy

- To provide a clear framework for the PPG's involvement in complaints about the Practice.
- To give clear guidelines to Members of the PPG about their involvement in complaints about the Practice.
- To give clear information to patients and advocates about the role of the PPG in complaints about the Practice.

Principles

- The Practice's Complaints Procedure should be followed by anyone wishing to make a complaint about the Practice.
- The PPG does not take up individual complaints about the Practice.
- The PPG does not respond to individual complaints about the Practice.
- The PPG will refer anyone requiring help to make a complaint to the services outlined in the Practice's Complaints Procedure.
- The PPG monitors the complaints received by the Practice.
- The PPG monitors the responses to the 'Friends and Family Test'.
- The PPG does raise any trends in complaints or any increase in complaints with the Practice.

Protocols

- The PPG will advise patients to make any complaints in accordance with the Practice's Complaints Procedure.
- Any complaints received by the PPG will be forwarded to the Practice to be dealt with in line with their Complaints Procedure.
- The PPG will monitor the Practice's record of complaints annually.
- The PPG will monitor the responses to the 'Friends and Family Test' at each meeting.
- This monitoring will include an analysis to identify any trends in complaints and any increase in complaints. Any identified trends or increases will be raised with the Practice and a response requested for the next meeting.

Appendix 6 – What are we doing to improve hand-out from AGM Nov 2018

Background

The Practice and Patient Participation Group look at a variety of sources of feedback from patients (National GP patient survey, NHS Choices reviews, Friends & family test results and patient's comments and complaints). Two common themes are:

- Improving Access by the phone
- Improving Access to GP appointments

This document will cover what the practice is doing to address these issues.

Improving Access by the phone

- Working with Oldham Clinical Commissioning Group (CCG) to obtain analysis of current phone system
- Increasing the number of staff answering phones
- Promoting online appointment booking and requesting of repeat prescriptions
 - 20% of patients are now registered
- Offering patients text messaging of test result service
- Promoting online access to medical record for patient with Long Term Conditions

Improving Access to GP appointments

- Increasing the number of GP telephone consultations offered
- Developing the roles of Community Matrons and Clinical Pharmacist
- Promoting alternative to a GP appointment to patients
- Reducing unnecessary follow-up of patients (analysing high frequency attendees)
- Exploring the possibility of implementing GP triage & online triage
- Exploring the possibility of group consultation for Long term Condition

Other things we think may help

- Developing the Care Navigator role within Reception / Health Care Assistants
- Introducing social prescribing
- Reducing the number of unnecessary blood tests (analysing repetition & low clinical value)

How can the PPG help?

Spread the word. It is important that our patients know we are listening to them and working hard to find the solutions to improve. When you are out in the community and are challenged about access issues at the practice it would be fantastic if you could promote the above.

Appendix 7 – Saddleworth Medical Practice Staff (Clinicians Special Interests and Organisational Structure)

Partners

Dr AM Gibbons	Anticoagulation Joint Injections, Mental Health, Minor Surgery, Rheumatology
Dr R Hartley	Baby clinic, Ear Nose & Throat, Joint Injections, Minor Surgery
Dr M Li	Diabetes, Frailty, Learning Disability
Dr I Milnes	Anticoagulation, Cardiovascular, Managing Partner, Rheumatology
Dr I Watson	End of life care, Joint Injections, Musculoskeletal, Sports, Minor Surgery

Salaried GP's

Dr K Bibby	Paediatrics
Dr S Day	Baby clinic, Women's Health
Dr S Grumbridge	Information Governance, Musculoskeletal, Safeguarding
Dr N Milne	Respiratory

Training Doctors

Dr A Azhar	Specialty Trainee 2 supervisor Dr AM Gibbons
Dr M Cheshire	Specialty Trainee 3 supervisor Dr I Watson
Dr S Thistleton	Specialty Trainee 2 supervisor Dr I Watson

Practice Nurses

Joanne Grocott	Nurse	Manager,	Anticoagulation,
Lucy Hanson	Respiratory		
Lynn McCann	Frailty		
Lindsay Stott	Baby clinic, Travel		
Karen Street	Diabetes, Respiratory, Travel		

Health Care Assistant

Katie Buckley
Claire Hallas
Wendy Milnes

Community Matron

Sarah Hince
Jane Storer

Clinical Pharmacist

Ian	Coleman
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Saddleworth Medical Practice Patient Participation Group

