



Benfield Valley Healthcare  
Hub Participation Group

## **Minutes from the first Benfield Valley Healthcare Hub Participation Group meeting, held on 10 August 2018 from 12:00 at the County Clinic**

Attended by: Susan, Gemma, Simon, Bunty, Lyn, Mary, Keith and Katie

The Group discussed the feedback from the “What Matters” surveys circulated by the Practice, and agreed that patients find continuity (i.e. seeing the same GP) really important. It was agreed that the text on the appointments page of the Practice’s website letting patients know they can ask to talk to a specific GP should also be added to the home page. The members agreed to send any further ideas about how to encourage patients to take ownership for continuity of their own care, and/or ideas to implement at the Practice, to Katie or Simon.

The Group talked about instigating online consultations at the Practice, and the support that some patients would need to use this service due to not having access to a computer. It was suggested that the Library could be asked to run drop-in sessions for people to use the computer to book online consultations (in addition to the Hangleton and Knoll HaKIT project).

Staffing changes in the Practice were shared with the Group; with Dr Twomey and Dr Sornalingam leaving, a new trainee GP starting, and Dr Fumi due back from maternity leave soon. It was noted that the Practice was also looking at bringing in a Physiotherapist.

The Group discussed the outcomes from its three Community Parties, which had identified three key areas to focus on: isolation, transport, and engaging with younger people. It was noted that finding isolated people was really difficult, but the plans to create a "buddy" system for existing groups in Hangleton and Knoll should really help with this, and that we needed to work with existing groups who are working to improve this locally to prevent duplication or overlap of work.

The Group agreed not to host any more community parties for the time being, and instead focus on building up the Participation Group’s membership. Mary shared some notes from the city-wide Patient Participation Group (PPG) forum.

Bunty suggested focusing the Group’s efforts on one particular geographical area first - which we agreed to discuss in more detail at the next meeting.

Katie offered to create some flyers asking for people who were interested in joining the Group, to use at the Practice’s stall at the Hangleton Family Fun Day on 25 August and at the 50+ Steering Group’s annual event in October 2018 – including the next Participation Group meeting date.

Simon agreed to ask his Physiotherapist contact if they would run a free strength and balance session to support the Group’s stall at the 50+ Steering Group event.

Katie agreed to ask the Practice to add a map of its catchment area to its website.