

# Minutes of Cedar Cross PPG

## 11<sup>th</sup> January 2024

### Attendees:

Madeline - Practice Manager  
Gaynor - PPG Member  
Kathy - PPG Member  
Anna - PPG Member  
Beryl - PPG Member  
George - PPG Member  
Dana Jones – Care Co-ordinator  
Julie Hindley – Care Co-ordinator  
Lisa Nield – Care Co-ordinator  
James Allen – Care Co-ordinator

### Guest Speakers:

Jan Box – Carers Centre  
Lynzi Pepperell – Social Prescriber

### Apologies:

Geoff L – PPG Chair  
Beryl L -PPG member  
Paula PPG member

### Introductions

A quick recap from pre – covid was made and reintroductions for some familiar faces and some new ones too.

### Jan Box

A carers trust based out of Kirkby but does have access to other sites in areas just not a permanent presence that supports unpaid carers. Educating NHS staff about the importance carers and the partnerships needed for great healthcare. A leaflet was handed out for additional information.

Its mission to help carers and educate what a carer can be classed as, the latest predictions being 1 in 10 people are carers (some without knowing). Jan box can signpost carers for support, all confidential, provide training and even help them to relax through holistic therapies like massages.

### Social Prescribing

Lynzi's role is similar to Jan's but in a broader and more generic sense rather than focused on carers. Lynzi explains her role is to link up patients with holistic needs to services that could help them and then check in with their progress.

### **Care Co-ordinators**

- Julie explains her role in health inequalities and she expands on the carers register she has been updating which ties in with Jan box, PPG members in the room had been contacted and knew the work first hand that Julie had been doing.
- Lisa talks about the hardships of vaccinations and immunisations and highlights the importance of them and a discussion is had about the current attitudes towards them and the negative impacts it may have on future generations. Lisa answers questions about the spread of misinformation and the barriers she faces especially in baby immunisations post covid.
- Dana works in lots of areas including, mental health, CVD and CQC and offers an explanation on the expanding and flexible role care co-ordinators do.
- James discusses how all CC roles overlap in some ways and discusses the CAP plan and the necessity for better access for patients, more online slots is discussed as well as a new telephone system. He then explains how he looks at trends to share best practice.

### **Discussions and ideas**

- Anna mentioned carers potentially wearing lanyards so they are identifiable by staff so they can offer any additional support needed.
- Personal experiences are shared about the high regard the surgery is kept in and how member of the PPG are carers themselves.
- The screens in the surgery were discussed as a group on how they could be better utilised in the future to have up to date information on them and running potential projects to see if they have an impact on barriers like immunisations.
- Patients and staff engaged about the differences in GP surgeries compared to the past and the need for change and evolving to cater to the needs of everybody. The MDT was briefly mentioned but it is something that can be taken forward to educate patients about the GP trying to solve medical needs in the most efficient way.
- Receptionists were also mentioned and the training they receive so they can direct patients to the best possible care for them, they can be received in a frosty manner and understanding is needed.

### **Next meeting**

To be confirmed in March