



Minutes of the Patient Link Group, HIHC 9 July 2018

7 of 2018

Present: Lynn Bowman (Chair), Helen Walsh (Deputy Chair), Dr John Simmons Andrea Wharam, Sue Barrell, Mel Ingham, Jo Angear, Lynda Primrose, Pete Sheppard, Steve Wennington, Janet McInnes.

Apologies: Bea Simmons, Mischa Butler, Jo Halfhide

Sheila Charlton and Hilary Robinson have resigned from the committee – the chairman expressed the thanks of the committee for their help and support in Patient Link meetings and projects.

Secretarial support – Janet McInnes confirmed that she was willing to provide secretarial support.

Welcome to new members – the chairman welcomed new members, Linda Primrose and Pete Sheppard. Pete informed the committee that as an Internal Auditor for the NHS, he may have to Declare an Interest in some items and stand aside from some discussions.

Donna Bernard will also join the committee but was unable to attend this meeting.

Two other people had expressed an interest in the committee, and so copies of the minutes of this meeting will be forwarded to them.

Minutes – the minutes of the meeting held on 11 June 2018 were agreed.

Open Day “Wash up”

External – the following comments were received: -

Safia – Yoga: I would be happy to do the odd presentation of this sort from time to time if there is interest. Many people assume that yoga isn't for them because they associate it with images they've seen in magazines of ridiculously bendy folk in shiny lycra.. However once they discover that it isn't (necessarily!), and can in fact be gentle and supportive, ordinary and every day, and can help reduce stress as well as minor aches and pains, improving flexibility and mood, they often realise that it might have something to offer after all; I am very keen to bust a few myths and encourage everyone to give it a try...

Even if people can't commit to coming to a class regularly, I would be happy to pass on a few ideas, teaching breathing exercises and easy stretches that can be done at home if we can think of a way of facilitating that.

As for the Open Day itself, there was a great atmosphere and I heard several very positive comments about the whole thing. One thing someone mentioned to me was that she'd have timed her visit differently if she'd known in advance about the timings of the different talks and taster sessions - perhaps that could be kept in mind for future events. It might be that information was available in advance to people, but I'm not sure.

Steve Wennington, Chairman, Hailsham Active - Lovely to meet you and your team, and from what I could see, a very refreshing approach to health in the community. There are a number of initiatives that we are looking at, but the one that got most attention was the 'exercise in the park' option.

We can organise this through the London Marathon charity trust (Our Parks), at a cost of about £1 per week per person – they need a minimum of 20 people to subscribe (£4.99 per week) and they will do the rest.

There are further options, but I think the key is to keep it simple.. and find someone who will get 20 signatures. (I got a list of 4 on the day which I left at the surgery). A couple of staff thought it would be easy to organise with parents at the local primary school.

I am happy to chat through with anyone if you can find a volunteer, and we do have the exercise at Hailsham for anyone to have a look at. This has now expanded from the Saturday morning slot to a weekday evening as well.

We have a few flyers we can develop for you as well.

If you let me know what you think (or who you think of...), we can take this to the next stage. Ideally this needs to happen in the next week before the kids break up, and whilst we can use Herstmonceux rec for the exercise routines.

Laura Heales, Smoothie bike and choir - Thank you for organising this event. I think, overall, it was good and had a lovely feel to it, with a steady flow of visitors who seemed to enjoy it. From AirS point of view, it was successful, and the smoothie bike played its part without being too busy.

It was less successful for the choir / singing and while some of this was beyond anyone's control – some things can easily be changed.

Combining the singing workshop with the choir didn't work. I think it needs to be one or the other – or both run separately. As a teacher, I can work with one person or a 100 but I can't expect the choir to adapt in the same way. Also, they are about performing and as we only had a few people in the room, it felt flat to them. It would have been good to have been outside where people were enjoying your lovely refreshments – but clearly I can't run a workshop outside!

It would have been useful to have someone from the organising group around for the workshop – it wasn't clear if it had been announced and whether we should start – especially as no one was coming in. It is not a problem if people don't come but as it is your event, it would have been useful to have someone there to discuss a strategy (do we go outside etc etc) to make the best of the situation. Also, the choir said they felt a bit unwelcomed and unappreciated so if someone had been there to thank them and make them feel part of it more, the experience would have been more positive for them. As a professional, I can cope with most things, but they are giving up their time to support the choir and the event and it helps if they feel valued for that.

On the flip side, I have organised lots of events so fully appreciate how hard it is. I think the overall organisation was good and a lot of thought had gone into it. It just feels unfortunate that, for a few reasons, it wasn't so positive for the choir. So, I hope you can take these comments in a positive light as I by no means wish to undermine what was, in most respects a great event.

Julia Behrens, Herbalist - Thank you for organising such a wonderful day. I know how much time these things take to organise.

I think like any event advertising is key and getting school colleges involved, with parents/patient questionnaires. What do people want to see happen at the surgery? Patient questionnaires in the waiting room are important, maybe an Art Exhibition, Film night, tango class, cooking demonstration, gardener question time. Trying to involve the healthy not only the sick. I would talk to Dr Anderson and get her view; she was integral to Brighton Health and Well-Being Centre.

I was at the college of medicine conference talking Euan MacLennan, a Medical Herbalist who has, for seven years, practiced in an NHS General Practice in Central London. His herbal practice is fully integrated, and referrals are received from both primary and secondary care. I asked him how he did this, and he said the surgery paid him directly one day a week and the client paid him for the medicine. For the clinic to be truly integrated I think something like this should also happen at the Herstmonceux, so people can choose what practitioner they would want to see without the financial restraint of health cost.

Dr Michael Dixon LVO, OBE has held numerous national leadership roles including: - The first Chair of NHS Alliance (1998-2016), President of NHS Clinical commissioners and as a leader within the GP/ clinical commissioning movement. He is currently Chair of the College of Medicine, National Clinical lead for Social Prescription (NHS England), Senior Partner at The Culm Valley Integrated Centre for Health and Medical Advisor to HRH The Prince of Wales. He is Visiting Professor at University College of London and the University of Westminster, a Senior Fellow in Public Policy (University of Birmingham) and an Honorary Senior Fellow Lecturer (Peninsula Medical School Exeter). Suggested

a charity set up by a patient link group. (<https://collegeofmedicine.org.uk/support-us>)

A Charity could pay for a fund raiser, researcher, advertising and so forth look at what they are doing in Brighton.

Suzy Greenwood, physiotherapist - I would be happy to offer a talk on something that patients would be interested in coming to. Last time I offered a low back pain talk only 5 people signed up????

Anyway, I am open to your thoughts.

Well done for organising the day, HMX is such an inspiring place and if we can support people becoming empowered to make positive health choices then that's great.

Internal feedback from Practice and Patient Link members

Dr John Simmons

- Excellent, well-organised event supported by high number of HHC staff.
- Well attended by members of the public who were very interested in the Health Centre.
- Good selection of displays.
- The talks were well received.

Mel Ingham

- A very good event with a positive atmosphere.
- A tally of the number of people attending the event and how they knew about the event would be helpful.
- A copy of the Word Cloud, showing the positive comments made by attendees, was circulated.
- A few Patient Information Packs about HHC were given out – although there is no detailed information on how many new patients were registered.

Pete Sheppard

- He suggested that the Patient Link could contact other local groups in the parish.

Andrea Wharam

- A busy event. Suggested that there could have been more information on the programme, which should be published prior to the event.

Jo Angear

- A busy, well-attended event. There was a lot of interest in the herb garden. She thought that it would be better for the choir to be located upstairs.

Sue Barrell

- Met many interesting people as the “meeter and greeter”. However, additional support was needed to meet people to hand out programmes and answer questions, as the original plan for three people in the entrance was changed.

Helen Walsh

- A very good event with a wide variety of events. Any future events need to review the planning for the events.

Linda Primrose

- Good event but perhaps more programmes should be made available.

Lessons learned

- The programme of events should be available before the event to enable visitors to plan their visit.
- More helpers to be available at the entrance to provide programmes and information about the event.
- Information about events could be circulated via other groups and societies in the parish.
- There could be announcements of events taking place to ensure that people know about who, where and when anyone was talking/singing.
- The layout of the events should be reviewed.
- There should be a co-ordinator who ensures that Patient Link members, HHC staff and attendees on other tables have drinks or can take comfort breaks.
- Lynn informed the meeting that she thought that the event had covered its costs – it was not a fundraising but an information event.

Future Actions

- Dr Simmons suggested that Patient Link should collaborate with other Patient Groups in the area. Quintins Surgery, Battle Road, Hailsham was interested in meeting with Patient Link.
- There are 4500 patients on HHC list and another 25,000 residents in Hailsham and collaboration with other health centres could be a positive step resulting in greater patient awareness of health projects, leading to improved health and well-being.
- This issue will be discussed in more detail, at a future Patient Link meeting.
- Pete Sheppard, a member of the Friends of Herstmonceux Primary School, suggested that HHC/Patient Link could build on the success of the School Sports of the Year Award and focus on health education for young people. The school is planning to take part in the daily mile for children project.
- He proposed that discussion on mindfulness and well-being for young people could be put on the agenda for a future meeting.
- Pete Sheppard will discuss with the Friends on how these proposals can be progressed.
- Dr Simmons suggested that a project focussing on anxiety management for children in Years 6 and 7 could be a starter project.
- Steve Wennington said that the daily mile initiative had already been taken up by Park Mead school, supported by sixth formers from Hailsham School who go into local primary schools to do sports on Wednesday afternoons. This initiative is showing positive results.

Next steps – do we plan for a year’s time?

- It was proposed that the Open Day is held every other year – to be discussed in more detail at a future meeting. Summer events mean that there is a summer fete atmosphere, but any event may be in competition with other summer events, and so the timing of a future event will need to be considered.

Hailsham Active

- Steve Wennington suggested that a meeting/discussion/workshop could be held with other Patient Groups in the area.
- His proposals for other projects are detailed in his report on Page 2. He circulated posters for a scheme Herstmonceux Active. This will be discussed at a future meeting.
- He advised the meeting that pressure on County, District and Parish Councils budgets has resulted in reduced investment in sports facilities and projects. However, the feedback from projects such as the “daily mile” which started in Stirling indicates that participants got fitter.
- Results from Hailsham Active are also positive and people enjoy the regular exercise. The exercise in the park which only needs 20 people to sign up to access the expertise and advice from professionals would be a great boost to other activities already offered in Herstmonceux. There would need to be an indoor option in poor weather and Pete raise this issue with the Friends of Herstmonceux School to see if the school hall could be made available. More discussion is needed on how to progress this proposal.

Practice Update

- Mel asked if the Patient Link would be interested in producing the HIHC Newsletter – Lynn would be interested in taking the lead on this, but the request will be discussed at a future meeting for information on copy, format, circulation etc to be available.

Any other business

- None.

Agenda items for future meetings raised in these minutes

1. Collaboration with other Patient Groups and surgeries.
2. Well-being, Mindfulness and Anxiety Management projects for young people.
3. Herstmonceux Active.
4. Date of next Open Day.
5. HIHC Newsletter.

Dates of next meetings

Monday 24 September 2018

Monday 12 November 2018

Monday 28 January 2019