

## **Patient Participation Meeting**

Tuesday 25<sup>th</sup> July 2017

Attending: Maria Faulkner (Age UK Cornwall), Amanda Whitlock (Independent Age)  
Sue Rabson, Anna Fisher, Helen Wood, Ang Goodman

Apologies: Peter Rabson, Nick Lane, Clare Ireland, Rachel Cubbison

Sue thanked everybody for coming and apologised for the lack of PPG members attending. Last year there was A Living Well project instigated, but there was no support for the North Cornwall area so it never got off the ground. Sue and Anna attended a Sprint meeting on 13<sup>th</sup> June where various nurses, community staff, volunteers came together to investigate ways of working together better. Sue met Jenny Atkinson (Age UK Cornwall) and Amanda Whitlock (Independent Age) and invited them to attend the next PPG meeting with a view to using their services to help patients.

### **Age UK Cornwall**

Jenny Atkinson has been given a different role and Maria Faulkner attended as she is now representing this area. Maria's role is Volunteer and Activities Co-ordinator for Age UK Cornwall, an independently funded charity. The target age range is people aged over 50 years. Age UK Cornwall comprises two parts: a) Services and b) Volunteers. Patients are able to phone the Helpline direct on 01872 266383, there are 3 people manning the phone line and the patient will always speak to a person, not a machine or have to listen to a menu. The phone line staff are well trained and have a lot of information about all kinds of topics and are able to signpost patients if required.

Maria is hoping that in the future there may be some 'pop up' day centres in this area, currently the closest day centres are at Newquay and St Austell.

Age UK Cornwall offers the following services to patients:

- Telephone advice – answering queries and providing support
- Home Care – companionship, shopping, cleaning, appointment services, food, socialising
- Activities & Socialising – Lunch outings, coffee mornings, shopping trips, blokes that brunch
- Helpline – signposting, information and advice, problem solving, form filling, Blue Badge, Attendance Allowance
- Mind and Movement – Games clubs, Music and movement, Memory workshop, Swimming
- Transport – Social appointments, Medical appointments, Door to door
- Macmillan Cancer Support – Home visits, health & social care support, listening and developing friendships, financial advice
- Personal Alarm Service
- Funeral Service
- Volunteer services

Emily Downs is creating a bereavement service for patients so that all the information they need will be available in one place to make the process easier.

Age UK also has a volunteer befriending service especially for bereaved patients aimed at rebuilding confidence and getting the person back on their feet, it does not include personal or medical care and is available to any patient. If the patient needs longer than 3 months support, they may be referred on to Independent Age.

The practice can phone the Helpline for the patient, provided the patient has consented to this and to discussing the problem with Age UK.

Anna asked if there is a toenail cutting service, but there is not. However the Pop In (Age Concern) in Camelford may be able to help, Jean Brown is the Secretary and they are open in the mornings only. Helen said there will be a chiropody service in the premises at Barclays Bank in the town soon.

The Old Bank runs a Friday afternoon café where quite a few men now attend. At the moment there are Zumba classes, a walking group, community café, youth club, healthy living group, details of activities can be found on the website [www.theoldbankcamelford.org.uk](http://www.theoldbankcamelford.org.uk)

### **Independent Age**

Amanda outlined Independent Age which has been in operation for 150 years and was originally designed to stop people from going into the workhouse by awarding them grants. The people using the service are mainly older and benefit from clothes bank, food parcels and help and support. Independent Age also campaign for elder issues.

The National helpline is able to answer most questions on a wide range of topics. The befriending service is by telephone to start with and may be face to face in some areas. There is no time limit as to how long the service can be used. Some volunteers are happy to visit the patient for tea and a chat in the home. Regular day trips are also being piloted at the moment.

The service has undergone a huge restructure from 4 areas up to 8 areas and want to raise the profile. Volunteers are needed and will work closely with Age UK. All services are free. There is not a sitting service set up, however volunteers are able to visit a spouse to provide support at home. The number of volunteers in Cornwall have now doubled. New volunteers receive a First Steps call to discuss requirements. Volunteers will need to have references, DBS check and then an interview, they all have an induction, safeguarding training, and data protection. Volunteers are there to enable, not to fix. The volunteer may not know all the answers, but the Helpline is always available for further information. Volunteers will do regular safeguarding checks with regard to living conditions. Macmillan and dementia awareness training is undertaken by Volunteers. There are Memory Cafes all over Cornwall including at Camelford.

Amanda says that lonely patients may make good volunteers and benefit from helping others as well as meeting new people. Amanda is quite happy to speak to any patients who are considering volunteering for a general chat, telephone number on business card – 01935 873795 or mobile 07525 767518. Housebound people who may be lonely, could volunteer to help with the telephone service, their calls will be paid for.

Contact the Elderly – a service that gathers people together for afternoon tea once a month at a volunteer's house. A driver collects them and takes them home. The volunteers don't have to host it every month, usually just once or twice a year. Contact for this area is Adam Butler, e mail is [adambutler@contact-the-elderly.org.uk](mailto:adambutler@contact-the-elderly.org.uk) and telephone number 0207 240 0630

Sue and Anna will think about patients who may benefit from referral or who may be interested in volunteering for either service.

Sue thanked Maria and Amanda for attending the meeting, the information was very helpful and leaflets are now available to give to patients.

Helen confirmed that Health Promotion are starting a programme of short walks for less able people as from September. The walk will be 20 to 30 minutes on level ground at Enfield Park.

Sue confirmed that the next building steering group meeting is on 15<sup>th</sup> August. The plans will have been amended and if everybody is in agreement, the next step will hopefully be application for planning consent.

Sue thanked Ang and Helen for attending and closed the meeting.