

Minutes March Committee Meeting, Alford Patient Participation Group

Friday 27th March 2015, 1.30pm at Merton Lodge Surgery, Alford, Lincolnshire

Attended:

PPG: Hazel Bogg (HB) Sarah Harley (SH), Pam Maplethorpe (PamM), Alan Reeves

Practice: Ian Atkinson - Chair (IA)

Guest: Steve Hyde from Lincolnshire Integrated Voluntary Emergency Service

Apologies: Alan Gurbutt – Chair (AG), Graham Marsh (GM), Pat Mowbray (PatM), Len Reeder (LR)

1. **Welcome and Introductions:** by IA who was chairing in AG's absence. IA introduced Steve Hyde from LIVES who had kindly agreed to come and talk to about Cardiopulmonary Resuscitation (CPR) training.

2. CPR Training – Steve Hyde:

Signs that a patient is not breathing are that they are white, sweaty, not responding and not breathing. Once the heart stops survival chances reduce by 10% per minute. CPR compensates for the heart, keeps circulation going and oxygen flowing to the brain. If a **defibrillator** is used for an irregular heartbeat it stops the heart and then the brain (if alive) restarts the heart.

Assessing consciousness:

- Say 'Can you hear me?'
- Don't shake the patient!
- If no response then collapse and pinch the ear
- If no response - pinch neck muscles
- If no response - turn your cheek close to the patient's mouth and facing chest for 10 seconds. Can you feel breath and chest rise?
- Count number of breaths in 10 seconds and multiply x 6. (Less than 2 in 10 seconds is insufficient to sustain life)

Important points to remember:

- Only ever administer CPR to a non-breathing patient, or one not breathing sufficiently to maintain life
- Always remove clothing - it acts as a cushion. (Leaving a bra or thin shirt on is OK)
- First lift the head using a chin lift tilt (Pt will occasionally respond at this point as the tongue unblocks the airway)
- Position hands between the top of the clavicle and the bottom of the breastbone
- Lock hands and keep arms straight with your body using a bowing motion
- Aim for one third compression of the chest – average 5 to 6 cm
- Do 30 compressions (2 per second) then attempt 2 breaths, using a mouthful of air for each
- Never try a pericardial thump (it is very specialised!)

A LIVES video titled 'How to save a life using CPR' is available on YouTube.com.

LIVES receive £300,000 from the Primary Care Trust. Other funding is via voluntary donations/fundraising. They make a 12% contribution to the EMAS eight minute response times within Lincs.

LIVES would be willing to do a public 'Emergency First Person on the Scene Training Session e.g. in Alford with 30 to 35 people and 6 'Annies' (models used to demo CPR). Would include CPR to children. SH thought it would be good to organise a session – could be combined with a PPG info session. **Action:** Discuss next meeting

3. **Minutes of the last Meeting:** For 27th February were approved.

4. Matters Arising from Last Meeting

4.1. **Student Placements:** **Action:** Bring forward

4.2. **GP Meeting with CAMHS:** No response yet. **Action:** AG to bring forward

4.3. **Advanced Practitioner Appointments not available on-line:** **Action:** Bring forward

4.4. **AGM Date:** Ian has given end of April date to the Access Centre – awaiting confirmation. May need to move to May in order to give adequate notice. **Action:** Bring forward

4.5. **Pre CQC visit Advice:** IA will give presentation at the AGM. **Action:** IA

- 4.6. **Triage (walk-in) Clinic, Mon & Fri 9-11:** AG to check if clinics are advertised on the PPG website. **Action:** *Bring forward*
- 4.7. **Member of Staff to Meetings:** IA reported that Val Owen, Unplanned Admissions would attend the next meeting.
- 4.8. **Use of School Sports Hall Facilities Out of Hours:** **Action:** *Bring forward > May Election*
- 4.9. **NHS England Bid:** IA reported that the bid for new premises had been turned down, as expected. Ideas were received positively. Needs architects plans, etc. and it is now intended to obtain these and to keep trying.
5. **News from the Practice (IA):**
- 5.1. **Staffing:** Fully staffed at present. Re-organisation of Reception has started. Now have two staff on phones and one on front desk in the morning and one on phones with one on the desk from 1 to 7 pm. A Perspex screen with a door into the waiting area is favoured to give more privacy. Thinking about having a 'This is our staff' board.
- 5.2. **Dispensary:** Working on marketing the practice pharmacy through more advertising. Currently dispense 5.5k to 6k scripts per month.
- 5.3. **Healthwatch Lincolnshire Survey:** SH available to help. Any other offers appreciated.
- 5.4. **PPG Survey:** 131 responses over 4 days. Comments taken on board, where appropriate. Results submitted to NHS England and a copy displayed in the Waiting Room, with a copy on both the practice and PPG websites, including actions.
- 5.5. **Abusive Patients:** Numbers rising – male and female and all ages. Staff told to advise where this happens. A letter is then sent to the patient advising that they will be removed from the practice patient list if their behaviour continues.
6. **Members Feedback:** (none)
7. **Any Other Business:** (none)
8. **Date and time of next meeting:** 1.30pm Friday 24th April, 2015 at Merton Lodge.