

Patient Participation Group

Minutes of the Full Meeting on 17th December 2019 at Marymead Surgery 7.00 pm

Leader: David Wilkinson, Minutes: Graham Fothergill

- 1. Present:** David Wilkinson, Rosie Chisnell, Amanda Preedy, Graham Fothergill, Joy Hall, Ken Spooner, Sally Elliot, Tony Dollimore, Chryssie Cobbold, Angela Dormer, Tony Stowe, Brenda Davies, Bob Wedgbury .

Apologies: Sharon Smith, Robert Sprigge, John Townend, Penny Berry, Jan Burt, Vivienne Fountain

- 2. Declarations of Interest:** None.

- 3. Minutes and Matters Arising from Meeting held on 26th November**

Minutes: Agreed

Matters Arising: None

- 4. Presentation by Brenda Davies**

Brenda explained that she is a patient representative on two hospital Groups within the ENH Trust, as follows:

Patient and Carer Engagement Group: This Group meets every month and also includes representatives from carer groups and from hospital volunteers. At one monthly meeting there will be discussion and presentation of problems and issues, then the subsequent month will comprise a workshop to attempt to solve or mitigate the problems. Recent workshops have discussed hospital visiting times (which are now generally 9.00 am to 9.00 pm) and clinical and physical risks within the hospital.

Quality Improvement Steering Group: This Group will have its first meeting in January when initial suggestions will be agreed. It is composed of five staff members and three volunteers. Ken commented that improvements were needed in the notification of appointments (and their cancellation) and also on discharge information provided to the Practice; Brenda noted these issues and will bring them to the Group.

- 5. Practice Update**

New Knebworth Surgery: Ken reported that the building was now considered to be “weather-tight” since all the windows had now been installed. It is now expected that the move into the new surgery will take place during February; this should be confirmed at the next site meeting. Ken suggested that the PPG might have a tour of the building prior to the official opening.

Flu Vaccination Programme: Ken reported that 75% of over-65s and 45% of “at risk” patients had received their flu jabs; these numbers were comparable with previous years. All supplies for adult flu vaccinations had now been delivered. The supply of the nasal spray flu vaccine for children has improved.

Care Quality Commission (CQC): The CQC conducted a review of the Practice by telephone on 11th December; feedback following the two-hour call suggests that it went well.

Winter Pressures: The Lister Hospital and the East of England Ambulance Service are already experiencing the effects of increased pressure. The Lister A & E Department is continually on “Black Alert” and, in common with other hospitals, they are dealing with less than 80% of patients within the standard four-hour waiting period. The situation with the Ambulance Service has reached a crucial level, response times for life-threatening cases can be up to four hours and up to ten hours for other cases.

Drug Shortages: Ken reported that this is a continuing problem, with a particularly acute situation with ranitidine and fluoxetine supplies. This will be discussed with local pharmacists at our meeting on 15th January.

Primary Care Network (PCN): The PCN has recruited a clinical pharmacist who will be working with Lisa one day per week; his main involvement will be on the reduction of prescriptions for OTC (over-the-counter) products and on medication reviews.

Ken reported on two new PCN initiatives that were being set up for the Practice:

- “Physio First” which should provide an earlier physiotherapy intervention than currently available, however the waiting time will be dependent on demand for the service
- mental health provision for minor problems via appointments with a psychiatric nurse.

6. eConsult

Ken explained the concept of this new NHS-approved on-line consultation process which is currently available in several parts of the country. It is planned to “go live” for Knebworth and Marymead patients before the end of the year. In response to a question from Joy, Ken explained that the incoming messages would be dealt with by the duty doctor and that this should be time-saving from the point of view of the GP.

There will be a presentation on eConsult at the next full PPG Meeting. Graham asked if this could include an on-line demonstration. Mandy agreed to ask the presenter (Juliette Tuke) if this was possible.

7. Cancel Out Cancer (COC)

Mandy and Rosie reported that although they had approached the other PPGs in the Primary Care Network to determine if there was any interest in their Practices for a COC presentation, so far there has been no response. Meanwhile they are liaising with the local WI to offer them a presentation.

8. Feedback from Involvement with the Primary Care Network

Graham reported that he had attended a meeting held by the Potterells (Brookmans Park) PPG at which there was a presentation about PCNs by Andrew Tarry, Head of Primary Care Development, ENH CCG. However, although there were members from other PPGs at the meeting, none had yet any representation on their respective PCNs.

Ken confirmed that at the last meeting of the Stevenage South PCN (of which Knebworth and Marymead Practice is a member) it was agreed that a member of the PPGs would be invited to attend the January 29th Meeting (time and place still TBA). This person would represent all the four PPGs. The first part of the agenda would have any items that may require PPG input or could affect patients and then the PPG representative would leave the meeting. We felt that this was an acceptable first step. Graham agreed to contact the other PPGs in the PCN with this information and attempt to organise a meeting to nominate a representative to attend the next PCN Meeting.

9. Speakers for Forthcoming Full PPG Meetings

The attendees were asked to provide ideas for possible speakers/presenters at full PPG Meetings during 2020; none were immediately forthcoming. Meanwhile, it was confirmed that there will be a presentation on eConsult in January and Lisa Underwood, our Clinical Pharmacist, will speak at the February Meeting.

10. Acronyms

In response to a number of queries and problems regarding acronyms used at PPG Meetings and mentioned in the Minutes, it was agreed that the Officers would find ways of dealing with this. Initially, it was felt that any acronyms mentioned in Agendas, or which might possibly arise during discussions at the Meeting, could be listed with the Agenda. In addition, it was thought that this problem might, to some extent, be addressed in a future newsletter.

11. January Newsletter

Graham requested that any ideas for possible newsletter articles be sent to him at any time. Meanwhile, eConsult, acronyms and drug shortages might feature in the January issue.

12. Any Other Business

Joy reported that Knebworth Health Walks will be featured in the next edition of the NHDC digital magazine "NH Now" due out on 23rd January.

Ken agreed to provide a schedule of venues for PPG Meetings during 2020. It is expected that the Meeting on 21st January will be at Knebworth.