

KNEBWORTH AND MARYMEAD PPG MINUTES

Date: Tuesday, 21st April, 19:00 - 20:10 at Marymead Surgery

Chairman: Graham Fothergill

Minute Taker: Mandy Preedy

Attendees: Abigail Watkiss, David Wilkinson, Chris Evans, Chryssie Cobbold, Justin Jewitt, Ken Spooner, Tony Stowe, Tony Burkitt, Sharon Kay, Sandra Butler, Mandy Preedy, Graham Fothergill

1. Welcome, Introductions and Apologies for Absence

Apologies for absence were received from Joy Hall, John Townend, Jan Burt.

2. Declarations of Interest

None recorded.

3. Minutes of March 17th 2015 Meeting

These were approved.

4. Help Yourself to Health, 19th May 2015

Hall to be opened from 6.00 pm, refreshments available from 7.00 pm, Meeting to start at 7.30 pm. Justin Jewitt agreed to chair the Meeting and to cover recent PPG-related items.

Main speakers: Carol Whittle, Carers in Herts (Tony Stowe and/or Chris Evans to advise of her title); Consultant geriatrician (Ken Spooner to advise name); Ken Spooner, Practice news and update.

David Wilkinson and Graham Fothergill to organise preparation and printing of posters (20 x A4, 10 x A3, 250 x A5); Justin Jewitt to organise distribution of posters to local shops etc.

Hall arrangements: Stands/table required for Headway et al. Mandy Preedy and team to organise all aspects of refreshments (supplies etc). Ken Spooner to manage projection facilities. Setting up chairs (100) and tables from 6.00 pm onwards assisted by PPG members.

5. Help Yourself to Health, Marymead

Timing, venue etc awaiting outcome of survey of Marymead patients. Meeting now unlikely to be until late 2015 (September?)

6. Surgery News

Relocation of Knebworth surgery to the library site in St Martin's Road remains viable provided that the Parish Council and HCC finally support the proposal. The decision will be made in the week commencing 27th April.

Some patients' medical records have been available online for the last 4/5 months. Tony Stowe reported his were not there 20th April. Ken Spooner agreed to investigate.

Good positive feedback on new website. Urgent appointments available same day but bookings need to be made on phone or in person. £300,000 has been spent on locums during last year; it is not possible to maintain this spending, hence the longer wait for routine appointments (currently up to two weeks).

Two new doctors due to start shortly; Dr Rubin will be mainly based at Knebworth, four days per week, to support Dr Newby; Dr Brooke will be working three days a week split between the two surgeries. Dr Brooke will become a Partner.

It was confirmed that surgery doors are opened at 8.25 am and that phones are manned from 8.30 am. Ken Spooner reported that an upgrade of the phone system was imminent. He agreed to discuss other possible enhancements of the phone system with Justin Jewitt. There are still problems with DNAs, even on urgent appointments. Phone or text notification helps to some extent!

7. Defibrillators

The PPG thanked Lord and Lady Cobbold for attending the inauguration ceremony at Knebworth on 18th April. The event received good press coverage, including a photograph in The Comet. Steve Catley from the East of England Ambulance Service was also thanked for his attendance.

8. Patient Charter/Contract

A draft document has been forwarded to all PPG members for comment. It outlines the responsibilities of both the patients and the Practice staff. This will be further discussed at the June PPG Meeting. It is envisaged that new patients would be asked to sign up to this as they join the Practice; existing patients will be offered the opportunity to sign.

9. Public Events of Interest

Justin Jewitt agreed to provide information (dates, locations etc) of meetings or other events of interest to PPG members. This will be posted on the website and circulated to all PPG members via the "master" email address.

10. Any Other Business

Referral Management

Ken Spooner presented the following information. Within the North Herts Locality, Knebworth and Marymead are the second highest referrers to Outpatient Departments. He agreed to look at the data from the two surgeries separately and then compare Marymead with other surgeries in the Stevenage (rather than North Herts) area. A reduction of 22% would be needed to bring the Practice into the middle range. The method suggested is that if doctors feel a referral is unnecessary but the patient wants it, the Practice will hold an internal review. If agreement is not reached between patient and surgery, the patient would have the right to follow the usual appeal process. Some practices hold an internal review for all non-urgent referrals. The PPG members agreed to support this approach.

Practice Performance

The Practice has a £13M budget which funds all referrals to hospitals, prescription drugs, mental health etc. If this budget can be managed more effectively, the savings can be used to develop new services. Ken Spooner suggested that the PPG might become involved in the monthly performance discussions. Tony Burkitt, Sandra Butler and Graham Fothergill offered to be the PPG representatives in these discussions.

Other AOBs

Abi Watkiss mentioned the sad death of Francesca Acaster, a leading light in the LGBT community but confirmed that the local group will continue.

Tony Stowe asked about the Federation. Ken Spooner explained that its website is underway and that the Federation needs CQC approval.

The Officers' weekly meeting had moved from Costa to Odyssey.

Chryssie Cobbold asked if the plans were available for the new surgery. It was suggested that, if appropriate, they should be displayed at HYTH on 19th May.

Sharon Kay suggested the friends and family questionnaire, the patients' satisfaction survey and an invitation to join the PPG could be available at HYTH. Graham Fothergill hoped that as many Practice staff as possible would come to HYTH (particularly new members of staff).

Mandy reported a very positive feedback from a Home First patient.

Next Meeting, Tuesday, 16th June at Marymead, 7.00-8.00 pm