

KNEBWORTH AND MARYMEAD PPG MINUTES

Tuesday, 17th June 2014; 7.00 – 8.00 pm

Attendees: Abigail Watkiss, Graham Fothergill, Sandra Butler, Alison Seymour, Tony Stowe, Justin Jewitt, Joy Hall, Tony Burkitt, Ken Spooner, Amanda Preedy, Chris Evans, Clive Steele, Garry Gover, Judith Green

1. Welcome, Introductions and Apologies for Absence

Apologies for absence were received John Townend, Christine Cobbold, Peter Grainger, Lesley Stanbury, Dick Berry, David Wilkinson, Charlynn Parry, Sue Lipner and Rod Finn.

2. Declarations of Interest

None recorded.

3. Minutes of April Meeting

These were approved.

4. Matters Arising

None.

5. Feedback on 20th May Meeting at Knebworth

Applause from audience for the Practice.

Doctors in attendance.

Practice staff being introduced.

Straight speaking from Ken - especially about experiencing problems but seeking solutions - long term locum.

Posters and handbills worked.

Expected about seven people upwards, 130 was incredible!

Refreshments worked well.

Preparing the hall and clearing away worked well.

Someone (Barry Hall) with experience of the “mechanics” of the hall was invaluable.

PPG presentation needs to be on overheads.

Improve attempts to recruit new PPG members (virtual members?).

For the future:

Posters/handbills (given out at the surgery and at local pharmacists); use of A-boards, use of “push emails” (hopefully).

Include health tests (blood pressure/weight advice/stop smoking).

6. Help Yourself to Health; Marymead location, 9th October

Repeat 20th May Agenda - Tony Burkitt (PPG, with overheads), Rachel Fox (HUC, 111 etc), Ken Spooner (Surgery news/happenings).

Mandy Preedy - refreshments.

Booking of St. Peter's Hall. Alternative could be Shephalbury Park Infants School. Garry Gover to liaise and report back.

Weight/blood pressure measurements and stop smoking tests (possibly advertise flu jabs?); to be organised by Ken Spooner.

PR and media handling – for discussion at next PPG meeting (15/07).

7. Telehealth Update

Ken Spooner arranging for letters to go to all patients over the next week inviting them to a meeting to feedback the results (expect about 70 people). Tony Burkitt confirmed that all patients are keen to know the results and to be given feedback.

8. Community First Responders (CFRs) and Cardiac Defibrillators

Mandy Preedy described the process of volunteering to become a CFR - 18-70 years of age, fit, open to DBS and ready to train for 18 hours over weekends. Then form up into teams of five available to attend blue light ambulance calls.

Knebworth requires at least five volunteers to form a group, otherwise it is believed that volunteers will be able to join the Stevenage or Welwyn groups.

Defibrillators - some debate about the public and private machine availability and the cost (anything up to £2k to give public access). It was agreed to produce a local map of all defibrillators available within the Knebworth and Marymead areas and review at the next PPG meeting.

All volunteers (for the CFR volunteering and defibrillators map) to contact Mandy by email with name and contact details.

9. HomeFirst Update

This is a brand new service, tested in the Lower Lea Valley. Starting from 22nd July, up to 200 mainly elderly patients will be looked after in their own homes by an integrated team of community matrons, social workers, physiotherapists, occupational therapists, care workers and others, rather than being admitted to hospital. There are two types of service; urgent care can be triggered within one hour by GP/hospital/social worker /ambulance trust, long-term conditions should be spotted via the GP surgery through more recent attendances and increased use of care services.

The cost is £1.4M, funded through extra funding to North Herts locality from the CCG transformation fund.

Another update will follow at the next PPG meeting (15/07).

10. PPG Recruitment

Poor response from 20th May meeting - only Garry Gover and the Steeles. A few more forms are trickling in. A discussion then took place about the benefits of explaining the PPG at all occasions (Alison Seymour recounted her experience of manning a Stevenage Practice stall at the Stevenage Carnival Day when about 17 Knebworth patients took an interest). It was agreed that the most effective form of active recruitment was through discussion whilst attending the surgery (it allows the PPG member to be selected as an appropriate demographic). It also needs the development of virtual meetings and PPG members using the Internet to communicate and "meet" rather than attend physical meetings. This aligns with Peter Grainger's thoughts from the March PPG meeting and we await his further thoughts (hopefully next PPG meeting; 15/07).

11. Website Update

Ken Spooner is leading the working party with Sandra Butler, Tony Burkitt. Clive Steele volunteered to help (although he can't make the next meeting).

Meeting date agreed for next week. Once the design is agreed (in the next 2 weeks) then the likely completion time could be within six weeks of sign off.

12. Brochure Update

Sandra Butler confirmed that PCWorld were meant to have her computer repaired by end of this week. Trapped inside is the brochure that she and Pam Humphries have agreed and simply needs some final tweaks.

13. Quality Committee Feedback

Main item of communication - A&E at the Lister is being rebuilt and will be unavoidably small, cramped and poorly signed for the next three months until completion in October. Please make sure that these conditions are anticipated by any patient from the Practice.

Feedback - understand the need for building works; however, poor signing of paediatric section was reported, plus waiting time of nearly eight hours (8pm through to 3 am).

Feedback on recent visit to the Lister Treatment Centre is excellent in terms of conditions, treatment and general care.

Minutes from June CCG Quality Meeting will be circulated to the PPG group when available.

Other content was about "deep dives" on private hospital providers.

14. Outpatient and Discharge Survey

These are two separate questionnaires being created by Justin Jewitt for the whole CCG PPG network. The Practice has supported the initiative by offering access to its unlimited licence for survey monkey (thank you). Graham Fothergill will send Ken and Justin a copy of the original outpatient questionnaire. Both draft questionnaires will be sent to the PPG for comment and suggestions. Then the drafts will be sent out to all the PPGs and PCGs for further refining before finally being passed at the July Quality Meeting (CCG). Then every outpatient attendee will be encouraged to fill out this simple questionnaire to give the facts of their attendance (timeliness/receptions/medical service/cancellations etc).

The discharge survey will also go to every recently discharged patient to try and capture whether the discharge had been effective (from the patient point of view).

15. Personal Health Budgets (PHBs)

Mandy Preedy described the peer group Committee of which she, Sandra Butler and Justin Jewitt are members. PHBs are budgets for continuing healthcare that can be given to the patient rather than be spent on them through the provision of healthcare professionals from the NHS. They will be available to all from 1st November. The purpose of the Committee is to produce recommendations for the administration of the PHBs, keeping it simple yet effective.

Any questions or points that you want to make, please email Amanda Preedy or Sandra Butler before the next meeting on 24/07.

16. Surgery News

As of Tuesday, 16th June, regular GP appointments are available same day (congratulations to both surgeries). Marymead refurbishment has begun with new tiles and carpets being put in to the back offices. Knebworth rebuild has been held up again through a challenge from the County Council on site availability in the Knebworth area.

Next Meeting, 15th July at Knebworth, 7.00-8.00 pm

Also, please feel free to attend the PPG Officers' meeting on any Wednesday night at Costa Coffee, Roaring Meg, strictly 6.30 - 7.30 pm (or earlier finish if practicable!). **Just email Tony, Sandra, Graham, Mandy or Justin for the Agenda.**