

Knebworth and Marymead Medical Practice Patient Participation Group

Minutes of the Full Meeting 18th December 2018 at Knebworth Surgery 7.00 pm

Leader: David Wilkinson, Minutes: Graham Fothergill

- 1. Present:** Amanda Preedy, Graham Fothergill, Tony Stowe (+1), Chrissy Cobbold, Ken Spooner, Angela Dormer, David Wilkinson, Jan Burt, Anthony Dollimore, Wendy Abbott, Robert Sprigge, Kay Loveless, David Bartlett, Sally Elliott, Mike Pye, Rosie Chisnell, Sharon Smith, Vivienne Fountain, Brenda Davies, Brian Jones, Gill Taylor (HertsWise) .

Apologies: Joy Hall, Alison Howse, Gill Bartlett , John Townend, Hans Meister

Introductions: David welcomed everyone to the Meeting and each attendee introduced themselves.

- 2. Declarations of Interest:** None.
- 3. Minutes and Matters Arising from Meeting held on 19th November:** Agreed.

There were no Matters Arising.

4. HertsWise – People Living With Dementia

Gill Taylor, from HertsWise, gave a presentation in relation to the recently set-up group which meets at 10.30 am every Wednesday at the British Legion in Knebworth. This is to provide a social outlet particularly to those with memory loss and/or early stage dementia (although no defined diagnosis is required). They work in partnership with Age UK, CIH etc and it is funded by Herts County Council. There are three similar groups in Stevenage. As well as social activities, they provide assistance for things like will writing and Power of Attorney documentation.

Ken suggested that the Practice would advertise this group in the New Year through a text message to all patients to whom it was thought it might be of interest. Gill agreed to publicise it at the July 2019 HYTH Meeting.

5. Practice Update

New Knebworth Surgery: Ken confirmed that the broadband connection and other necessary communications were in place in St Martin's Church so that the Library will be able to relocate in mid-January. The developers will then take over the site towards the end of January.

Marymead Surgery Access: Ken has received quotations of the order of £18,000 for a complete refurbishment of the entrance to Marymead surgery in order to make it fully wheelchair-friendly. As a result of this, the Practice will be looking at other, less expensive, alternatives to make the entrance more accessible for wheelchair users.

Residents' Group: Ken will attend the Roebuck and Marymead Residents' Group Meeting on Tuesday, 15th January, in order to see how they may relate to the Practice.

Prescriptions: Ken announced that, where appropriate, the Practice will institute a gradual move to the issuing of 56-day prescriptions rather than the current 28-day ones. This will lessen the load of the Prescription Clerks (Sharon and Debbie) and will presumably reduce the workload (and foot fall?) at local pharmacies. Controlled Drugs and medicines such as warfarin and methotrexate where the dosage can be variable over a short period of time will not be available on 56-day prescriptions.

Diabetic Management: Lisa Underwood, our Clinical Pharmacist, will begin training in order to assist Nurse Wendy in the management of diabetic patient medication; this should help to reduce the GP intervention in this condition.

Health Days: This project, which will be run at a venue close to the Marymead surgery, will now take place during March. As well as stalls and exhibitions for the management of, for example, obesity, smoking etc, clinical staff will be present to advise on diabetes, asthma and COPD.

Disease Prevalence: Ken reported that within the ENH CCG, Knebworth and Marymead Practice had the highest prevalence of serious conditions such as cancer and diabetes. The factors causing or relating to this were difficult to understand but there is no suggestion that the quality of care in our Practice is at fault.

Beta Testing of the NHS App: Robert reported that he had difficulty accessing this new app using the directions provided. Ken accepted that there were bound to be problems, hence the Beta Testing approach, but these are likely to be resolved in due course.

6. Wheelchair Purchase

Mandy reported that she had now purchased a new wheelchair for Knebworth surgery from PPG funds at the cost of approximately £170. She hopes that the previous one can be repaired at minimum cost; it could then be stored to be used as required.

7. Carers' Champion

Marie Norman was unable to attend the Meeting because of immediate family problems. Ken confirmed that she will come along to the January PPG Meeting.

8. Lister Shuttle Bus

Graham explained that, contrary to previous information, the CCG had never contributed to the funding of the Lister Health Shuttle; costs had been covered by grants from local organisations. These had now dried up and, as from 14th December, this amenity has been discontinued. Arrangements have been made for renal dialysis patients to be transported to and from appointments by the East of England Ambulance Service.

9. Dementia Carers' Support Group

Jan reported that documentation for information packs had now been received and these would become available again in January.

10. Pharmacists' Meeting

Graham reported that the main part of the recent Pharmacists' Meeting was the demonstration of an app from Healthera, a small company in Cambridge. Essentially the use of the app would provide a link between the patient, the Practice and the pharmacy and would facilitate the ordering and collection of prescriptions. Ken felt that this could be of value to the Practice and is liaising with local pharmacies to gauge their interest.

Local pharmacies have been invited to send to the Practice details of the services they each provide so that these can be uploaded onto the Practice website. There has been little interest in this as yet and Ken will pursue it more vigorously in the New Year.

11. HYTH 2019

Attendees were asked to continue to think about topics which would make interesting presentations at next year's Help Yourself to Health Meeting. It was agreed that Mike's suggestion of the new approaches to the management of frailty should be seriously considered as a topic.

10. Speakers for Monthly PPG Meetings

It was felt that it would be a good idea to have a short presentation on a relevant topic at each PPG Meeting (such as the HertsWise presentation today). Dave Bartlett agreed to talk about the availability of sport in Hertfordshire at their March Meeting..

11. Any Other Business

- a) In response to a question from Brenda, Ken explained about the role of the nurses within the Practice and how this will become more active during the next year. The position of Dr Auld, the new trainee GP, was also explained
- b) Tony Stowe brought the problem of "County Lines" to the attention of the Meeting; this is the use of children and, in some cases, the elderly for the movement and transportation of illegal drugs. Ken explained this in further detail as a result of his meeting with the local police. It was agreed that this subject might be included in the Agenda for HYTH 2019.
- c) Rosie reported that there might be some confusion relating to health checks and medication reviews carried out by the Practice or by local pharmacies. Ken agreed to investigate.
- d) Robert was concerned about possible capacity problems at Knebworth surgery as a result of increased residential development in the area. Ken explained that this had been taken into account within the context of the new Knebworth surgery.
- e) Dave Bartlett drew attention to the Mind Red January campaign to support mental health. Register for free at mindinmidherts.org.uk .

The Meeting closed at 8.15 pm.

The next PPG Meeting will be held on Tuesday, 29th January 2019 at Marymead at 7.00 pm. All patients are welcome to attend.