

Patient Participation Group

Minutes of the Full Meeting on 18th May 2021 Meeting held by Zoom at 7.00 pm

Leader: Graham Fothergill, **Minutes:** Mandy Preedy

- 1. Present:** Amanda Preedy, Rosie Chisnell, Graham Fothergill, Joy Hall, David Wilkinson, Ken Spooner, Matt Charles (Business Manager, Stevenage South Primary Care Network {PCN}), Barry Hall, Angela Dormer, Brenda Davies, Robert Sprigge, Barry Hall, Penny Berry (in part), Janet Bell, John Bell, Tony Dollimore, Malcolm Cooke, Wendy Abbott, Laura Burlingham, Chrissy Cobbold, Sheila Stowe.
- 2. Apologies:** John Townend, Jan Burt, Kay Loveless, Renata Crome, Sally Elliott, Ros Sherry, Gill Bartlett, Dave Bartlett, Jane Walker, John Stead.
- 3. Declarations of Interest:** None.
- 4. Minutes and Matters Arising from Meeting held on 20th April**

The Minutes were agreed as an accurate record of the Meeting.

There were no matters arising that would not be covered by today's Agenda

- 5. Presentation by Matt Charles – Business Manager, Stevenage South Primary Care Network**

With the aid of a Powerpoint presentation, Matt provided an excellent presentation on the organisation and purpose of the Primary Care Network. A copy of Matt's slides is appended to these Minutes.

*Abbreviations: DES – Network Contract Directed Enhanced Service (The PCN contract)
VCSE – Voluntary, community and social enterprise (the voluntary sector)
NHSE – National Health Service England
National CVP – National Covid Vaccination Programme*

Matt responded to a number of questions, thus:

A PCN Cancer Lead Clinician has not yet been appointed.

Each Practice has its own Carers' Champion. (*Nic Dungan is the one for Knebworth and Marymead*).

The concept of a PPG representative at PCN Board Meetings is a "work in progress".

PCN Minutes are not available to the public because PCNs are not yet legal entities.

As yet, there is no nurse representation on the PCN Board.

A PCN website is planned.

Matt was unable to comment on the absence of coronary services at Hertford County Hospital.

On behalf of the PPG members, Graham thanked Matt for his presentation. Matt apologised that, for family reasons, he was unable to stay for the remainder of the Meeting.

6. Covid Vaccination Update

With Government guidelines changing from a 12-week gap between first and second vaccines to eight weeks, patients with appointments through to 24th May will not have their appointments changed. However, the schedule for the remaining patients awaiting their second vaccination may now be revised. In response to a question regarding how many people in Knebworth had tested positive for Covid, Ken agreed to find out. A patient showed the “vaccination passport” that she had downloaded from the NHS app; this had an expiry date of June 2020; there was no explanation for this.

7. Practice Update

Ken reported that a new telephone system had been installed which would give better monitoring of the volumes of incoming and outgoing calls. Patients are being encouraged to use online access to services in order to free up the phones for patients who are not online. One patient reported that she had been cut off four times while calling the surgery; Ken agreed to investigate this.

The system for booking blood tests at local hospitals is changing from Monday, 24th May. Patients can now book appointments online, although “walk ins” are still accepted. The Practice will continue to have a blood test service at Marymead and, from June, also at Knebworth. A patient asked how many patients need blood tests; Ken felt that at any one time there are about 1000 Knebworth and Marymead patients waiting for a blood test or the results. When a patient asked if the blood tests could be available each day at the surgeries, Ken replied, “yes - if there was funding”.

Ken explained that AccuRX is a new service to make it easier for patients to give details of their conditions to the Practice, to send in photos, for the surgery to send texts to patients, to make appointments and for certain patient information to be rapidly uploaded to patient records.

8. eConsult

Ken explained that there is a work in progress to devise a patient survey to try to improve this service; it will be discussed at the next Officers Meeting. Robert reported that he is communicating with Jim Roberts from eConsult concerning the large number of questions on the eConsult form.

9. Speakers/Topics Planned for Future PPG Meetings

Graham mentioned that there would be a presentation on prostate cancer at the June Meeting, and on social prescribing in July. Others presentations in the pipeline include bowel cancer and Admiral nurses.

10. Any Other Business

Robert asked for driver volunteers to transport patients to hospital and Covid appointments; anyone interested should contact him, please.

A patient was concerned about problems getting a response from the 111 service at weekends; Ken asked for details so that he could investigate.

Rosie praised Wendy Heatley for her excellent treatment.

Laura offered to talk to the Group about cervical cancer.

The Meeting closed at 8.25 pm.

The next PPG Meeting will be on Tuesday, 15th June at 7.00 pm, by Zoom.

Stevenage South PCN

PPG Presentation

SSPCN
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PCN Overview

	Session
1	PCN Overview
2	SSPCN Overview
3	DES Contract
4	Covid Vaccination Programme
5	Future of the PCN
6	Questions

SSPCN
Stevenage South Primary Care Network



PCN Overview

- [PCN Video](#)
- Population growing and people living longer
- Primary, secondary and VCSE working together
- Personalised and preventative care
- Group of core-network GP Practices
- Population size up to 50,000
- Deliver the core NHSE contract and local need

SSPCN
Stevenage South Primary Care Network



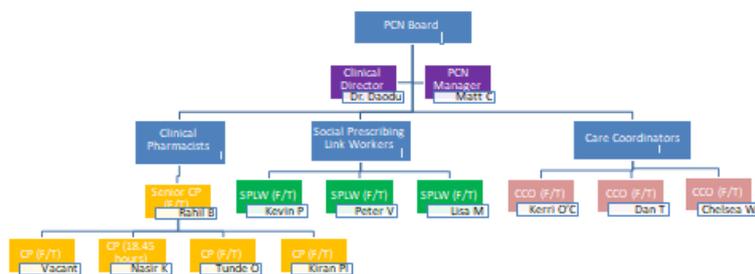
SSPCN Overview

- One of 13 PCNs across the East and North Herts
- SSPCN is a partnership of 4 Core-Network Practices
 - Bedwell Medical Centre (12,743 patients)
 - Shephall Health Centre (8,546 patients)
 - King George Surgery (21,981 patients)
 - Knebworth and Marymead Surgery (12,881 patients)
- Serving a total population size of 56,151

SSPCN
Stevenage South Primary Care Network



SSPCN Overview



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Stevenage South Primary Care Network



DES Contract

- Network Contract Directed Enhanced Service
- The 'DES' / PCN Contract
- Sets out what the PCN must achieve each year
- Services
- Requirements
- Measures

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DES Contract

- Services/Requirements
 - Extended Access Service
 - Enhanced Health in Care Homes
 - Early Cancer Diagnosis
 - Structured Medication Reviews
 - Social Prescribing Service

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DES Contract

- Measures
 - System Mapping
 - Flu Vaccinations
 - Referrals to Social Prescribing

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Covid Vaccination Programme

- [Covid-19 Video](#)
- SSPCN supporting National CVP
- Over 14,000 vaccinations provided since Dec-20
- Over 90% Cohorts 1-9 Vaccine Take Up
- Pop Up Clinics for Specific Groups
- Volunteer Input Invaluable!

SSPCN
Stevenage South Primary Care Network



Future of the PCN

- Agreeing the PCN Structure/Model/Strategy
- Delivering the 21/22 DES Contract
- Current/Future Population Health Need(s)
- Supporting Practices with Local Need(s)
- Support Practice and PCN PPG Meetings
- Continuing to Engage with PPG