

Knebworth and Marymead Medical Practice Patient Participation Group

Minutes of the Full Meeting 20th November 2018 at Marymead Surgery 7.00 pm

Leader: Graham Fothergill, Minutes: Mandy Preedy

- 1. Present:** Amanda Preedy, Graham Fothergill, Rosie Chisnell, Ken Spooner (Practice Manager), Angela Dormer, Sharon Smith, Wendy Abbott, David Bartlett, Gill Bartlett, Sally Elliott, Robert Sprigge, David Wilkinson.

Apologies: John Townend, Joy Hall, Jan Burt, Catherine Cusson, Tony Stowe, Chrissy Cobbold, Penny Berry, Alison Howse, Brian Jones, Vivienne Fountain.

- 2. Declarations of Interest:** None.
- 3. Minutes and Matters Arising from Meeting held on 23rd October:** Agreed.

There were no Matters Arising.

4. Practice Update

- a) New Knebworth Surgery Update:** The area in the church has been cleared ready for the library to move over in January. Despite HCC not having signed the legal documents yet, the developers have decided to start the works in January, with an expected completion date of October 2019. The plan is for the existing surgery to close on a Friday evening and to reopen the following Monday in the new building. The transfer of Practice equipment will be done by contractors and will take place during that weekend to avoid disruption to patients. Gill Bartlett asked about existing patients' notes to which Ken replied that this will be discussed with the partners but it is likely that they will be stored in a safe location off-site. Ken suggested a meeting with the developers, Lloyds and the PPG ahead of completion of the build to resolve any queries. Mandy asked who will move the defibrillator and Ken confirmed the surgery will. Robert Sprigge asked about possibility of having road signs to locate the defibrillators; . Mandy explained that the defibrillators are triaged by the ambulance service who know the locations and codes.
- b) Flu vaccine:** Despite scare stories in the press, the Practice now has adequate stocks of the vaccine for children and adults. The problem was entirely that of NHS England, they changed the vaccine for the over-65s too late for the supplier to match the demand on time.
- c) Extended Access:** Only one patient has used the service at Sollershott surgery, Letchworth, in the 7 weeks since it started.
- d) Cervical Screening:** The delay in sending out cervical screening letters (results and appointments) was entirely the fault of Capita: the Practice is not aware that any Knebworth or Marymead patients have been affected.
- e) Appointments:** The Practice is able to continue to free up GP time for appointments. The measures include, for example, nurses doing routine and emergency contraception and Lisa (the Clinical Pharmacist) doing medication reviews. Mandy, on behalf of a patient, asked about leg ulcer management by the Practice. Ken explained that there is one nurse who is "compression bandage" trained but, due to

the complex nature of ulcers, the leg ulcer clinics (at Hatfield, WGC and Stevenage) are the best place for patients to attend. Sally pointed out that the delay in appointments at these clinics prolonged recovery times. Rosie asked about district nurses; Ken explained that, along with Health Visitors, these were no longer attached to surgeries.

- f) Notice Boards: A patient has volunteered to look after the notice boards at both surgeries. Ken will arrange a meeting to finalise details.
- g) Health Days: These are still scheduled to be held near Marymead in February; Ken will supply more details by the end of November. Suggested topics are: weight management, smoking cessation, CAB, atrial fibrillation, drug and alcohol abuse, Herts Sport Partnership and CCG (Clinical Commissioning Group).
- h) Practice Training: The Practice is holding an off-site half-day training session on Thursday, 14th February to which members of the PPG will be invited. Details to follow nearer the time.

5. Pharmacists' Meeting

Graham made a final call for topics for discussion at the impending Pharmacists' Meeting; none were forthcoming. The Meeting will be reorted in the next PPG newsletter along with other items relating to prescriptions and medications.

Lloyds Pharmacy in Knebworth expect to have a permanent pharmacist in place in December together with possibly two additional staff.

6. Lister Health Shuttle

In a letter to the PPG, the Trust explained that this service is not paid for by the CCG and, due to low usage, the Trust can no longer justify the expenditure of £160,000 per year. Unfortunately, it seems this service will be discontinued on 14th December. The PPG will follow this up with Beverly Flowers, CEO of the CCG.

7. HYTH 2019

Suggestions for topics were: A talk by one of the Practice staff, a speaker on neurological illnesses such as Parkinson's/motor neurone disease, a speaker from the Trust or CCG.

If you have any more ideas for stalls or topics please let a PPG Officer know.

8. The Use of PPG Funds

Graham requested we made a donation of £50 to a charity from our funds of approximately £1000. It was agreed not to because, when raising funds, we state it is for the PPG and for extras at the surgeries. Gill Bartlett asked what we had used the funds for recently. Mandy explained we had paid for the hire of the Village Hall and the refreshments for Help Yourself to Health each year, replacement pads for the Knebworth defibrillator (these need replacing every 3 years, whether used or not), contributed to the purchase of a wheelchair at each surgery, paid to be at Bragbury End fete and bought a "birthday cake" (£8) to celebrate each anniversary of the Knebworth Health walks. The Knebworth wheelchair is broken so we need to replace that now (Mandy to arrange) and next year the pads will need to be replaced on the Marymead defibrillator.

9. DSCG Update

Jan sent details of a lunch to raise funds for dementia to be held on Monday, 3rd December. For further information please contact Jan on janette.e.burt@gmail.com.

10. ENH CCG

Long Term Conditions Workshop on 17th January, 2019. If have experience of long term conditions - COPD, cardiology, diabetes or neurology and can attend thus workshop please go to www.enherts.nhs.uk/developing-long-term-conditions-strategy

Volunteers Celebration Event - 12th December in WGC. For tickets please apply to www.eventbrite.co.uk/e/celebrating-our-volunteers-tickets-51070951591.

One last request - please can you complete a survey on Patient Groups? If so, please visit www.surveymonkey.co.uk/r/publicengagement18.

11. 2019 Meeting Schedule

See attached list.

12. Any Other Business

Robert asked what the Practice was doing to combat the overuse of antibiotics.

Ken confirmed that the prescribing staff do not always give antibiotics when patients request them unless absolutely necessary.

Mandy mentioned that a patient had phoned her in distress because their X-ray results (and prognosis) had been given to them by a receptionist while surrounded by other patients. Ken suggested the patient contact him to discuss it privately.

The meeting concluded at 8.10pm.

**The next PPG Meeting will be held on Tuesday, 18th December at Knebworth at 7.00 pm.
All patients are welcome to attend.**

2019 Dates for PPG Meetings

Officers - Tuesdays	Venue:	Full PPG - Tuesdays	Venue
January 15	Marymead	January 29	Marymead
February 12	Marymead	February 26	Knebworth
March 12	Marymead	March 26	Marymead
April 16	Marymead	April 30	Knebworth
May 7	Marymead	May 21	Marymead
June 4	Marymead	June 18	Knebworth
July 2	Marymead	Wednesday July 24 Help Yourself to Health	KNEBWORTH VILLAGE HALL
September 10	Marymead	September 24	Marymead
October 8	Marymead	October 22	Knebworth
November 12	Marymead	November 26	Marymead
December 3	Marymead	December 17	Knebworth