

Knebworth and Marymead Medical Practice Patient Participation Group

Minutes of the Full Meeting 25th September 2018 at Marymead Surgery 7.00 pm

Leader: Graham Fothergill, Minutes: Mandy Preedy

- 1. Present:** Amanda Preedy, Graham Fothergill, Chryssie Cobbold, Tony Stowe, Rosie Chisnell, Ken Spooner, Angela Dormer, Sharon Kay, Wendy Abbott, Anthony Dollimore, David Bartlett, Gill Bartlett, Sally Elliott .

Apologies: David Wilkinson, John Townend, Joy Hall, Jan Burt, Mike Pye, Catherine Cusson, Robert Sprigge.

Introductions: Graham welcomed Sally Elloitt as a new PPG member and mentioned that Wendy Abbott is considering becoming a PPG Officer. He then explained how are our PPG is organised, with regard to having Officers and their duties such as leading and minuting meetings shared equally.

- 2. Declarations of Interest:** None.
- 3. Minutes and Matters Arising from Meeting held on 18th June:** Agreed.

There were no Matters Arising.

- 4. Help Yourself to Health – 25th July**

We had around 80 people attending on a very hot night. It was appreciated that we had cold water situated by the entrance. Feedback was very positive both during the evening and afterwards at Knebworth Surgery.

Suggestions for topics were requested for the next HYTH which will be on 24th July 2019. Attendees were asked to make any suggestions so the most requested topics can be included.

- 5. Practice Update**

- a) New Knebworth Surgery:** A meeting is planned for 26th September to sign all legal documents. The library is then due to relocate in October and Ken will continue to update us. Dave Bartlett asked about the existing Lloyds in Knebworth; Ken thought it unlikely it would remain when there is a pharmacy in the new surgery building. The pharmacy in the new surgery will have a good layout but not as many retail lines as the existing Lloyds.
- b) Extended Access:** From 1st October, NHS England has mandated that all surgeries are to provide routine appointments from 8am to 8 pm, 7 days a week. However, these appointments will be only be in one surgery in each locality. As we are in North Herts locality, the surgery we are expected to use is in Letchworth. The PPG and Ken are trying to change this so we can use the designated surgeries in Stevenage and Welwyn Garden City. The PPG is waiting for a reply from Beverly Flowers, the CEO of East and North Herts Clinical Commissioning Group.

Appointments to these extended hours surgeries can only be made for those patients who are willing to share records with that surgery.

- c) Extra Funding for Winter Pressures: Funding from the CCG has been reduced again this year which will mean fewer appointments than last year. Ken estimated that this year's funding would only provide for about 200 additional appointments. Rosie Chisnell said this was short-sighted and would result in more demand on A & E and Urgent Care Centres.
- d) Flu Prevention : Ken explained that due to a late decision by Public Health England to give different injections for under and over 65s, this has caused a supply problem as there is only one manufacturer for the over 65s variant. Further supplies will not be delivered until 12th October and then again at the end of November.

6. Health Days

Ken is keen to have more patient involvement events and has suggested Health Days to cover various topics such as smoking cessation, weight management, walks, promoting sexual health clinics. Organisations such as Weight Watchers, Slimming World, gyms, Public Health England would be invited to become involved. It was felt that our MP (Stephen McPartland) and our CCG (Clinical Commissioning Group) might also be involved. Dave Bartlett suggested Sport Stevenage also. These days will be held near to Marymead Surgery, venue and dates to be arranged but, hopefully, before the end of the year.

7. CCG AGM

This was held on 6th September in Hatfield and was well attended, particularly by patients from our two surgeries. The CCG were impressed and commented favourably on how many of us attended. This also gave us an opportunity to talk to senior members of the CCG so they could put "names to faces" for our letters to them.

8. Discharge Letters from The Lister Hospital

A new computer system was installed at Lister in September 2017. Since then there have been various problems with discharge letters being sent to the surgeries. On one occasion, ten copies of the same letter were sent out. Most recently it was reported that about 15,000 letters had not been sent out. Ken explained that the Practice can only prescribe any medicine changes made by the hospital when they are received in writing. If a letter is not received, the Practice will ring the hospital and ask for the letter to be faxed.

Rosie explained that patients going in to the Lister are asked to take in their existing drugs, which then are removed by the hospital and not returned to the patients. Not only is this distressing for the patients but also a waste of NHS resources when these drugs are then re-prescribed in hospital and the original ones destroyed.

Wendy Abbott told us there is a Carers Lead at the Lister, her name is Jodie Deards.

9. GP Survey Results

Graham tabled the results for Knebworth and Marymead. In East and North Herts (copy attached). 15,400 surveys were sent and 6000 responses were received. This equated to about 100 per surgery which was felt not to be statistically significant. Although, there are still problems with appointments, there has been a big improvement since 2014.

10. PPG Finances

Mandy reported that the PPG has raised around £400 this year from which it had paid for the Village Hall for HYTH and replacement pads for the Knebworth defibrillator. We now only have two tombola prizes left so, to fund raise next year, we need many more “prizes”. Anything new would be very welcome please, either handed in to the surgeries or Mandy will collect.

10. Any Other Business

- a) Chrissie Cobbold asked if the plan to contact elderly people was still happening; Ken replied that Dr Shaw was continuing to do this but was concentrating on the more significantly ill elderly.
- b) Dave Bartlett commented on participating in a PPG Webinar. Only 80 people listened to this which was available in all of England.

The Meeting closed at 8.10 pm.

The next PPG Meeting will be held on Tuesday, 23rd October at Knebworth at 7.00 pm. All patients are welcome to attend.

PPG Meetings for 2018

	Full PPG Tuesdays 7.00 pm to 8.00 pm	
October	23	K
November	20	MM
December	18	K