

Knebworth and Marymead Medical Practice Patient Participation Group

Minutes of the Full Meeting 26th February 2019 at Knebworth Surgery 7.00 pm

Leader: Joy Hall, Minutes: Graham Fothergill

- 1. Present:** Joy Hall, Amanda Preedy, Graham Fothergill, Chryssie Cobbold, Ken Spooner, David Wilkinson, Jan Burt, Wendy Abbott, Robert Sprigge, Kay Loveless, David Bartlett, Rosie Chisnell, Sharon Smith, Pat Fidoe, Alison Howse, Marilyn Rogers, Marie Norman, Brenda Davies, Robert Sprigge

Apologies: Gill Bartlett, John Townend, Tony Stowe, Angela Dormer, Anthony Dollimore, Sally Elliott, Vivienne Fountain,

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

- 2. Declarations of Interest:** None.

- 3. Minutes and Matters Arising from Meeting held on 18th December:** Agreed.

There were no Matters Arising.

[The Meeting scheduled for 29th January was cancelled because of inclement weather]

- 4. Carers' Champion (Marie Norman)**

Marie provided the meeting with a valuable insight into her work as the Carers' Champion for the Practice. She maintains a record of all patients who are known to be caring for a relative or friend – there are approximately 250 in the Practice – and she is the key link between these and Carers in Herts. There is a carer's pack of leaflets and information available from Marie who explained that there is also considerable information, including useful links (such as to Carers UK), on the Practice website. The point was taken that possibly there are some carers who do not have website access and that we should consider providing more "visible" publicity; it was agreed that there will be an item in the next PPG newsletter.

Marie mentioned the Carer's Passport which can be used to obtain discounts from a number of local shops. Marilyn reported that she had applied for a passport some time ago but had not yet received it; other members mentioned similar delays.

It was agreed that there is no true definition of a carer, the concept is often not well understood or accepted and often someone will not realise that they really are a carer; we need to get this message across to patients. Marie's office is Knebworth surgery and she can be contacted there at any time.

On behalf of the PPG members, Joy thanked Marie for her excellent presentation.

5. Practice Update

New Knebworth Surgery: Alison confirmed that the library was in the process of relocating to St Martin's Church, thus vacating the site on St Martin's Road. Ken reported that the building will be demolished almost immediately and it has been optimistically suggested that the new surgery will be ready for occupation by 22nd November 2019!

The New NHS App: Ken indicated that although the sign-on process to the new app was still causing a few problems, it had now gone active in Hertfordshire and a few other regions and about two hundred of our patients were using it. Robert reported that he had found it useful although some aspects appeared to be rather time-consuming. In response to a question from Graham, Ken explained that the patient record is the same on both the app and the Practice website and that the app just provided an extra choice for access.

Practice Event (12th February): Ken reported that four of the PPG Officers attended this meeting and contributed to the discussion on ideas as to how the Practice might move forward and perhaps improve. Ken will provide the PPG with an overview of the items discussed and their impact on the Practice.

Residents' Group: Ken and Graham attended the Roebuck and Marymead Residents' Group Meeting on Tuesday, 15th January, in order to see how they may relate to the Practice. Ken felt that we should continue to support this group since this may encourage some participation in the PPG by Marymead patients and he will attend the next meeting in March.

Primary Care Network: Ken briefly explained that this is an initiative to combine certain clinical resources, such as physiotherapists or counsellors, across small groups of Practices in the locality. This is due to start in late July 2019 and the grouped Practices will consist of 30,000 to 50,000 patients.

6. Help Yourself to Health

Joy reported that good progress has been made in putting together a full programme for the Meeting on 24th July. As well as Ken's usual discourse on the Practice, there will be presentations on the prevention and early diagnosis of cancer and on aspects of the management of stroke. Also Ken believes that he can persuade(?) one of our doctors to tell us how we can make best use of our ten-minute appointment time! There will also be the usual array of stalls and displays.

7. Dementia Carers' Support Group

Jan reported that there were a number of forthcoming events for patients with dementia and for their carers. At Knebworth Care Home there is "Let's Talk About Dementia" from 10.00 am to 12.30 pm on 28th February and a dementia-friendly cinema presentation of "Singing in the Rain" at the same venue on 7th March at 10.30 am. Jan is holding a tea and cakes event at her home (22 Canonsfield Road, Welwyn) on 12th March from 2.00 – 4.00 pm as a fund-raiser for Admiral nurses. Jan is also running her annual dinner dance in aid of Admiral nurses at Bocket Hall on 23rd March and tickets are now available.

Jan also mentioned a support group for dementia carers that meets at Stevenage Fire Station every Monday from 6.00 pm to 8.00 pm.

8. Pharmacy Matters

Graham reported that there have been several recent complaints about service, prescription delays, out-of-stock items etc at Lloyds pharmacy in Knebworth. He also understands that the recently-recruited pharmacist is leaving in the near future and, in the short term, he will be replaced by a stream of locum pharmacists. Lloyds have the contract to operate the pharmacy that will be located in the new Knebworth surgery building and, as Ken explained, the Practice has no control on this. Graham explained that we would try to have a meeting with Lloyds Area Manager but he was not too hopeful of the outcome.

It is hoped that the next meeting between the Practice and local pharmacists will be held in early April.

9. PPG Activities

Mandy reported that the regular coffee mornings in the waiting rooms continued to be successful but she would welcome one or two more volunteers to help out on occasions.

According to Joy, the Health Walks are going from strength to strength and a new route has now been added.

Mandy is again asking for tombola prizes for this year's summer events; these can be left at the surgeries for her to collect and store.

10. Parkrun Practice

Joy explained about the 5km run/walk that is held at 9.00 am every Saturday morning in Fairlands Valley in Stevenage and she hoped to get the Practice involved by supporting and advertising it. Ken indicated that this should be possible.

10. Speakers for Forthcoming PPG Meetings

Dave Bartlett has arranged for a speaker, Matt Hughes-Short from the Herts Sports Partnership Physical Activity for Wellbeing to be at the March PPG Meeting and Ken has volunteered(?) Christine Allen, the deputy Practice Manager at Knebworth, to speak at the April Meeting.

11. Any Other Business

- a) Pat reported that she is unable to change appointments online, they can only be booked or cancelled. Ken explained that there is no such facility built in to the website for this. The problem of being unable to book nurse appointments online was also raised. Ken explained that, because of nursing specialities, it is impractical for their appointments to be available in this way.
- b) Robert reminded attendees that there is an Open Day at Knebworth Village Hall from 10.00 am to 4.00 pm on Saturday, 2nd March, when there will be displays relating to the Knebworth Neighbourhood Plan.

The Meeting closed at 8.05 pm.

The next PPG Meeting will be held on Tuesday, 26th March 2019 at Marymead at 7.00 pm. All patients are welcome to attend.