

**Minutes of full PPG meeting held at Marymead Surgery at 7pm on
28th November 2017.
Leader: Joy Hall**

Welcome and introductions

Attendees: Joy Hall (JH), Ken Spooner (KS), Robert Sprigge (RS), Linda Jayson (LJ), Sharon Kay, (SK), Jan Burt (JB), David and Chrissie Cobbold (DC,CC,), Abi Watkiss (AW), Gill Taylor from Hertswise (GT), Amanda Preedy (AP).

Apologies: Tony Stowe (TS), Graham Fothergill (GF), Clive Steele (CS), Angela Dormer (AD), David Wilkinson (DW), Dave and Gill Bartlett (DB,GB), John Townend (JT)

Declarations of Interest: None

Minutes/ Matters arising from last meeting held on 24th October: Agreed and None

Talk from Gill Taylor from Hertswise. GT explained that Hertswise is a charity, supported by Age UK, Carers in Herts and Mind (please see attachment at end.) Locally, they run an activity group on a Monday afternoon from 2-3 in St Martin's Church Hall, Knebworth, £3 per person and on a Thursday afternoon at Hampson Park, Stevenage for 2 hours, £5 per person. They can also do 1-1 sessions in patient's home which are free. KS will send out details to Carers.

Practice Update.

Website: KS reported an uptake in use, reminding us that it can be used for much more than only making and cancelling appointments. Please see the website at: knebworthandmarymeaddrss.co.uk for all details. JH to make leaflet to be given out at PPG events such as Coffee Mornings. RS suggested this also went into the Parish News. A patient at the MM coffee morning had said when booking online appointments they could only see appointments for MM and not for Knebworth. KS to check and report back.

Radiotherapy Consultation: There is a national campaign to improve services. Routine X-rays are done in private hospitals, urgent ones at Lister. A patient was surprised to have an x-Ray appointment at Lister on a Sunday morning. For more details, please see: <https://www.engage.england.nhs.uk/consultation/radiotherapy-service-specification-consultation/>.

Extended hours: KS is the Project Leader for our locality, comprising 12 practices. The consultation showed that patients would like evening appointments on Monday to Thursday and Saturday appointments from 9-3. KS reminded us of the early morning appointments now on alternate Tuesdays and Thursdays from 7am and SK mentioned on Wednesday mornings there are early appointments for Phlebotomists.

Delegated Commissioning:

The existing contract for GP practices is with NHSE (NHS England). NHSE currently keep back an amount of the budget in case of overspends. The proposal is for the local CCG (Clinical Commissioning Group) to manage this contract in the future. The main advantage is that practices would now receive their full budget but there are concerns about the potential increase in bureaucracy. There is a vote next week (7th December) at which all the practices in the CCG will decide to go ahead with delegated commissioning or not.

Missed Appointments: Following comments from one of our PPG members re charging for appointments. KS confirmed that we cannot make a charge for missed appointments.

Due to the talk by GT from Hertswise, the following items were held over for the next meeting. Public Engagement Events, OWL messaging re call blocking for dementia patients, Pharmacists' meeting on 29th November and HYTH (Help Yourself to Health) for July 2018.

Lloyd's Chemist on the west side (Simmons side) in Knebworth is closing in January. Patients will then choose which pharmacy to use. For patients with existing pathfinders, these need to be "cashed in" and re- issued. Please speak to Lisa Underwood, Clinical Pharmacist at the surgery or the receptionists for more information.

AOB: CC asked about the new surgery and if there was a delay due to the parking. KS replied that no, it was a technical issue which was being solved.

The meeting closed at 8.10pm and
the next meeting is at Knebworth Surgery on 19th December at 7pm.

This is the link for Hertswise:

<https://www.ageuk.org.uk/brandpartnerglobal/hertfordshirevpp/hertswise%20for%20service%20users.pdf?epslanguage=en-gb> or please phone 0300 123 4044 on Monday to Friday 8am to 6 pm or on Saturdays from. 9am to midday 0300 345 3446.