

## **Minutes of PPG Meeting held at Marymead Surgery at 7.00 pm on 27th June 2017**

*Meeting led by Mandy Preedy.*

### **Attendees**

Amanda Preedy (AP), Joy Hall(JH), Angela Dormer (AD), David Wilkinson (DW), Graham Fothergill (GF), Sharon Kay (SK), Gillian Bartlett (GB), David Bartlett (DB), Clive Steele (CS), Ken Spooner (KS)

#### **1. Apologies for Absence**

Anthony Dollimore (AD), Tony Stowe (TS), Jan Burt (JB)

#### **2. Declarations of Interest**

None.

#### **3. Minutes of Previous Meeting (23rd May 2017)**

All agreed.

#### **4. Matters Arising from Previous Minutes**

None.

#### **5. "Help Yourself to Health" – 19th July**

All arrangements appear to be in place and necessary tasks were allocated. The three visiting speakers have been, or will be, contacted to confirm their presentations. The hall will be open from 6.00 pm for setting up of chairs (40+) and tables (six).

*Subsequent note: David Hodson (CCG) has agreed to give a presentation on "My Care Record". This will be an addition to the programme.*

#### **6. Private Ambulance Service (PAS)**

GF gave a detailed report on the problems relating to PAS, the newly- contracted non-emergency patient transport service. These include non-arrival or late arrival of booked ambulances and considerable call centre issues. GF has been in touch with the CCG on these issues but, so far, with very limited feedback. He will continue to pursue the matter. Based on reports from other attendees, it would appear that other Trusts have experienced problems with their contracted non-emergency ambulance services.

## **7. Dementia Carers Support Group**

Using notes provided by JB, GF reported on the inaugural meeting of the group, held on 12th June. Particular outcomes include Dementia Carers noticeboards to be put up in both waiting rooms, the preparation and distribution of carer information packs, a proposed Dementia Carers coffee morning (probably in September) and liaison, via SK, with Marie Norman, the Carers' Champion in the Practice.

SK reported an increased interest among patients in the concept of dementia carer support.

## **8. New Initiatives**

1. Frailty Index – KS explained that individual patient records would be examined in order to obtain a frailty profile (severe, mild or moderate). In theory, this could be used to reduce hospital admissions through early interventions.
2. Practice Learning Time – a few PPG members will be invited to attend the Practice get-together on 30th August at which all staff enter into a full and frank discussion of the Practice methodology.
3. Shadowing in Reception – KS suggested that PPG members may wish to gain an insight into the operation of the reception areas by “working” behind the desk for a couple of days. This will be discussed further.
4. Social Prescribing – KS described this scheme whereby the Practice recruited and trained members of the local community to work at the Practice as a care co-ordinator, in particular to signpost patients to available resources. In the first instance, this will be discussed in more detail by the PPG Officers.

## **9. Practice Update**

KS reported that a clinical pharmacist is to be employed by the Practice. This should lighten the load on GPs in terms of medication reviews and other prescribing matters.

KS distributed the latest website statistics which give an overall picture of website usage. There are plans for website improvements to focus more on diabetes, COPD, asthma and dementia.

KS reported that the developers for the new Knebworth surgery were currently assessing the two bids so far received for the construction of the building. The relocation of the Library to St Martin's Church is on schedule and should take place in September.

The next phase of the CCG's Sustainable Transformation Plan is soon to be put forward; this is intended to improve quality and access and to save money.

## **10. Future Newsletters**

It was agreed that the next newsletter (July) should concentrate on a report from the HYTH Meeting. GF will produce this.

There will be no newsletter in August but the following one should be prepared for early September.

## **11. Any Other Business**

JH reported that our 'Walk in the Park' celebrated its first anniversary with a lunch at the Toby carvery, complete with chocolate cake and a candle! Twenty-six people were there to enjoy it.

**The next PPG Meeting will be held at Marymead on Tuesday, 19th September**

*There will not be a PPG Meeting in July because of "Help Yourself to Health" on 19th July, nor in August because of holidays.*