

## **Minutes of PPG Meeting held at Knebworth Surgery at 7.00 pm on 23rd May 2017**

*Meeting led by Joy Hall.*

### **Attendees**

Amanda Preedy (AP), Anthony Dollimore(AD), Joy Hall(JH), Angela Dormer(AD), David Wilkinson (DW), Jan Burt (JB), Graham Fothergill (GF), Sharon Kay(SK), Gillian Bartlett(GB), David Bartlett(DB),

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

Ken Spooner(KS), Tony Stowe(TS), John Townend (JT), Chryssie Cobbold(CC) , Brian Jones(BJ), Patricia Fidoe(PF), Clive Steele(CS)

The attendees introduced themselves.

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

None.

#### **3. Minutes of Previous Meeting (25th April 2017)**

All agreed.

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

None.

#### **5. Practice Update - In the absence of Ken Spooner, this was presented by Sharon Kay**

As a result of the recent cyber attack on the ENH computer systems, phlebotomy appointments and scans had to be cancelled. Now generally returning to normal but with some knock-on effects. However, referrals are being followed up to ensure that these are properly actioned.

The new Knebworth Surgery development is moving ahead, meetings have been held with the surveyors and the developers and the tendering process is now ongoing.

There has been some very positive feedback from Dr Osman's coil implant clinic and the waiting list is now down to only 1 – 2 weeks.

Early morning appointments (from 7.00 am) at Marymead on Tuesdays and alternating between Knebworth and Marymead on Wednesdays have proved to be very popular.

The continuing problem of DNAs (patients who Did Not Attend) was again discussed – in April there were 150 DNAs. There is no easy solution but KS is well aware of the problem and, as far as possible, follows up with persistent offenders.

## **6. Pharmacists Meeting, 17th May**

GF reported on another very successful meeting between the Practice and a number of local retail pharmacists. Discussion topics included:

- The doctor's responsibility for determining if patients should be eligible for having their medication prepared in Dossette boxes. They involve additional costs and extra work for the pharmacists.
- Improved processing of prescriptions within the Practice involving the Pathfinder system.
- Proposed publicity for Electronic Repeat Prescribing (ExRx) and Pathfinder.
- Plans for the 2017 Flu Injection Campaign, in particular to improve uptake in "At Risk" patients. This will start in July.
- Enhancement of patient awareness of the availability of OTC products which would no longer be provided on prescription.
- Problems raised by patients in relation to specific medications, such as confusion with tablet forms of similar colour and shape, incomplete dispersion of tablets in water. Patients should discuss these problems with the pharmacist in the first instance and seek their advice.

## **7. Dementia Support Group**

JB reported that, although she had received phone calls from three of the dementia carers who had been contacted by the Practice, none felt that they were able to be active members of the Support Group but were in favour of the concept. Therefore, it was agreed that JB, AP, SK and GF would initially form the Group and that the first meeting would be arranged in the near future {Subsequent note: the first meeting will be on Monday, 12<sup>th</sup> June}.

Two Admiral Nurses are now on board and are currently undergoing the appropriate training. It is hoped that another Admiral Nurse may soon join the Isabel Hospice.

## **8. Private Ambulance Service**

This item was deferred due insufficient time for a presentation and discussion.

## **9. Help Yourself to Health (HYTH); 19th July**

With the addition of CPR as a display item, the programme for the evening (as outlined in the Agenda) was confirmed and DW will prepare the draft poster to be forwarded to GF for printing during the first week of June.

## **10. June Newsletter**

GF agreed to put together a short newsletter but welcomed items from any PPG members. The HYTH poster will be provided for the July issue of the Knebworth and Datchworth parish newsletters.

## **11. Summer Events**

The PPG will have a presence at the Woolmer Green Village Day (4th June), Oaklands College, St Albans (11th June) and Bragbury End Fete (15th July).

AP reported that PF has kindly offered the loan of a gazebo for the use of the PPG at these events. Unwanted gifts, or similar, are still required for the stalls at these events.

**There were no items under “Any Other Business”**

**The next PPG Meeting will be held at Marymead Surgery on 27th June.**