

# **Minutes of PPG Meeting held at Knebworth Surgery at 7.00 pm on 24th October 2017**

*Meeting led by Tony Stowe*

## **Attendees**

Amanda Preedy (AP), Joy Hall(JH), Angela Dormer (AD), Graham Fothergill (GF), Gillian Bartlett (GB), David Bartlett (DB), Ken Spooner (KS), Anthony Dollimore (AD), Abi Watkiss (AW), Sharon Kay (SK) Peter Martin (PM), Linda Martin (LM), Clive Steele (CS), Robert Sprigge (RS), Brian Jones (BJ), Tony Stowe (TS)

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

David Wilkinson, Chryssie Cobbold, John Townend, Jean Young, Jan Burt (JB)

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

None.

### **3. Minutes of Previous Meeting (19th September 2017)**

All agreed.

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

None.

### **5. Practice Update**

KS reported on new Ambulance Response Timings which are now: Category 1, Life threatening - 7minutes; Category 2, Emergency but not life threatening - 18 minutes; Category 3, Urgent - 2 hours ; Category 4, less urgent - 3 hours. RS asked if the Fire Service were First Responders, KS to find out and report back.

Results of Extended Hours Survey - KS reported that most people who responded wanted extended hours (8am to 8pm 7 days a week) but when these were looked at in detail, the popular times were 8am to 8pm Monday to Thursday and 8am-3pm on Saturdays. The least popular times being Friday evening and Sundays. Our Practice is part of the North Herts Locality Group, covering 12 surgeries and not all surgeries will open for all these extended times. It is expected that these extended hours will start from 1st April 2018.

Flu Vaccination Update - 2066 patients received their injections at the Practice (Marymead and Knebworth); a further 460 patients received theirs at local pharmacies. GB asked if there could be more appointments at our surgeries for flu injections, KS responded saying there had been extra clinics in evenings and Saturday morning and patients could also request the injection during normal hours. AD commented the Practice was very efficient in delivering the injections. In response to a question from LM, KS confirmed that the financial loss to the Practice for other tests carried out by pharmacies was somewhat lower than the loss relating to flu injections.

Knebworth New Surgery – There had been an issue with funding from NHS England which should soon be resolved. KS agreed to put the plans on Practice website.

A Clinical Pharmacist is joining the Practice at the end of November. Part of her role will be to answer patient queries (to reduce the workload on doctors) and to liaise with local care homes for their pharmacy needs. There are also new reception and backroom staff in Marymead.

Earlier IT problems resulting in outages meant that referral letters could not be sent and voice connect was not working; these have now been resolved. However, there have been problems with the new IT system at Lister (Lorenzo). The Practice had been receiving multiple copies of the same letter and there were inaccuracies in, and missing information from, discharge letters. KS explained all these letters had to be read at the Practice to check they were the same.

## **6. Dementia Carers Support Group**

In JB's absence, AP read her report from the group's first coffee morning, held on Saturday, 14th October at Knebworth. Eleven people attended, which was disappointing since letters had been sent to 56 people and most who came had seen the event mentioned in the Parish Magazine and the newsletter. There were also people from a gardening club in Letchworth, the new musical group in Knebworth and the Alzheimer's society. The main purpose of the morning was to provide literature on all aspects of dementia, including financial help such as reduction in council tax. JB is finding out about holding a monthly meeting and will report back. JB requested a separate Facebook page be set up for the group which KS offered to do.

## **7. Health Walks**

JH said how good attendance are, there were recently more than 25, and how much our walkers enjoyed the social aspect.

## **8. HYTH, July 2018**

Next year's Meeting is tentatively arranged for either 18th or 25th July, depending on the availability of Knebworth Village Hall. Preliminary suggestions for topics include:

- Osteoporosis/bone health (AP to follow up)
- CAB (TS to follow up, possibly for CAB to come to a monthly PPG Meeting in the first instance)
- CCG Organisation etc (TS to follow up)
- Syncope/fainting (AP to follow up)

PPG members were asked to feed back any other ideas.

## **9. Delegated Commissioning**

KS explained that the GP's contract is currently managed by NHS England. There is a proposal for the contract to be managed by the CCG. KS will produce a survey explaining the advantages and disadvantages of such a change. A decision on this, to be made by the North Herts Locality Group (not just our Practice), will be made on 1st December. In response to a question from JH, KS confirmed that this change would not affect the development of the new Knebworth surgery.

## **10. Loneliness and Isolation**

AP commented on how apparent this was from all our PPG activities and asked for suggestions for what we can do to help. JH has heard from volunteers that the forthcoming Tier 3 library would have a set-up for social activities such as coffee mornings, group meetings etc. GF to report back after a volunteers meeting next week.

TS commented on a Carers Bereavement Group that was so popular that people had continued to come for much longer than expected. SK also commented there are patients who come in frequently to "check on their appointment times" when really they are just coming to talk to someone.

## **11. November Newsletter**

GF reported that a number of items were already being considered. These include:

- Recent CCG decisions on fertility treatments, prescriptions for gluten-free products etc
- Feedback from the recent PNQ Meeting
- Extended hours survey
- Delegated Commissioning

## **12. Ideas for Presentations at PPG Meetings**

It was agreed that CAB should be asked to attend a meeting.

## **13. Any Other Business**

13.1 RS demonstrated an ECG device linked to his smartphone. KS advised that the Practice could only consider such devices that were approved by NHS England and mentioned that there was similar technology available for 24 hr BP monitoring.

13.2 DB reported that there was a Sport and Physical Activities Conference on 23rd November; KS requested further details.

13.3 DB also gave details of an Integrated Care Summit Meeting on 6th December which had to be paid for, so no further action although it was understood that the charge could be waived for organisations.

Meeting was closed at 8.05pm.

**The next PPG Meeting will be held at Marymead on Tuesday, 28th November**