

# Knebworth and Marymead Medical Practice Patient Participation Group

Minutes of the Full Meeting 30<sup>th</sup> April 2019  
At Knebworth Surgery 7.00 pm

**Leader:** Rosie Chisnell, Minutes: Graham Fothergill

- 1. Present:** Amanda Preedy, Graham Fothergill, Ken Spooner, , Jan Burt, Angela Dormer, Rosie Chisnell, Sharon Smith, Robert Sprigge, Ros Sherry, Penny Berry, Rita Grimes, Anthony Dollimore, Brenda Davies, Christine Allen, Kay Loveless

**Apologies:** Joy Hall, John Townend, Tony Stowe, Wendy Abbott, Chrissy Cobbold, David Wilkinson, Sally Elliot, Brian Jones, Jan Burt

**Introductions:** Rosie welcomed everyone to the Meeting.

- 2. Declarations of Interest:** None.

- 3. Minutes and Matters Arising from Meeting held on 26th March:** Agreed.

There were no Matters Arising.

- 4. Presentation – Christine Allen, Deputy Practice Manager, Knebworth**

Christine explained the various parts that there were to her role within the Practice. The essence of her work depends on good interactive skills, particularly in dealing with complaints and other issues from patients. She is also responsible for producing, on a monthly basis, the rotas for all clinical staff in the Practice. She has to ensure, for example, that the GP workload is shared out equitably, particularly in relation to the duty doctor rota. Christine distributed copies of the rota that she prepares.

Christine is the main liaison between the Practice and local hospital, dealing with enquiries, test result queries, child protection issues etc. Other aspects of her work include arranging GP visits to three local nursing homes, planning for GP attendance at Locality and other relevant meetings, the booking of locum GPs on both a long and short term basis and arranging the use of consulting and other rooms.

In response to questions, Ken explained that the Practice now has about 12,500 patients and it is expected that this will increase considerably in the next two to three years as a result of new housing developments in the area. Although this increase in patient numbers will provide more income through capitation fees, this is unlikely to be sufficient to fund an additional GP.

On behalf of the Group, Rosie thanked Christine for her excellent presentation which was applauded by the members.

## 5. Practice Update

*New Knebworth Surgery:* Graham reported that demolition of the library building on St Martin's Road had already started and provided photographs.



It was agreed that there should be a section of the website devoted to the new development and that it would be updated (including photographs) on a regular basis until completion. After a meeting with all parties concerned in the construction work, Ken reported that they felt that an end-November completion was still achievable.

Ken went on to describe the practicalities of the move to the new location; this would take place over one weekend but that Knebworth surgery would be closed on the Friday prior to the move.

*Primary Care Network:* Ken confirmed that we would become part of the Stevenage South Primary Care Network along with Bedwell, King George and Shephall Practices, and that this will become operational from 1st July 2019. From that date, our Extended Access surgery will be the Kingsway Centre in Stevenage but, until then, it will remain at Sollershott, Letchworth.

*Measles:* Ken reported on the concern within the Practice and nationally of the increased incidence of measles among young people. He mentioned that there was a local outbreak of the virus and reported that the Practice is advising all parents of the need to ensure their children receive the MMR vaccine. There is a similar, but potentially more serious problem concerning meningitis and, again, parents are being warned of the issue and advised that there is a vaccine available.

*Health Day:* Ken reported that he is liaising with Stuart Barnes, the chairman of the local residents group but that there has been little progress so far.

*Marymead Entrance:* This remains an ongoing project and has not yet been examined by the workman who has been dealing with the electricians at Marymead.

## **6. Help Yourself to Health**

In the absence of Joy, Mandy reported that the programme for the Meeting on 24th July was now nearly complete. The two main visiting speakers have been confirmed as Dr Julie Sharp from Cancer Research UK and Dr Mark Massyn from the Stroke Unit at the Lister Hospital. There will be displays/stands from a wide range of interests including Hertswise, Macmillan Nurses, Carers in Herts etc etc. There will also probably be short presentations from the Royal Brompton Hospital support group and Stroke Alliance.

## **7. Pharmacy Matters**

Graham reported on the key points from the recent Pharmacists Meeting. These were:

- that many Controlled Drugs can now be provided on electronic prescriptions
- that there was concern locally and nationally regarding the ready availability and abuse of opioids. Local pharmacists are aware of the problem and are monitoring abnormal prescribing or heavy OTC requests for these products
- that in our newsletter we should remind patients that there are a number of OTC products that our GPs will no longer provide on prescription. Ken noted that this list is likely to be enlarged later this year
- influenza vaccination numbers for the past season were more or less in line with previously. However, there is concern that only about 50% of “at risk” patients received the vaccination

Graham mentioned that he had received encouraging emails from Tobi Akindele, the new pharmacy manager at Lloyds, Knebworth. He is working to establish a strong and effective staffing level and this will be facilitated by the transfer of experienced Lloyds’ staff from other pharmacies. Angela commented that, in her experience, some previous employees had little or no training and it was clear that they were unsuitable for the work involved.

## **8. Free WiFi in Surgeries**

According to Robert and Mandy, the surgery wifi is operational but with difficulty since it requires a user’s account. Mandy agreed to look further into this and will, possibly, provide some instructions for its use in the next PPG newsletter.

## **9. PPG Activities**

Mandy reported that although she was happy to continue to receive items for the tombola stalls, we were likely to have a presence at fewer events this year. One reason for this is the need for Public Liability Insurance which the PPG does not have and which the Practice can not provide on our behalf. Also, there is some question as to whether there will be a Knebworth Fete this year.

*[Follow-up: Graham has now spoken to Darren Gilbert (of Mather Marshall) and although he still hopes to organise the fete, this may be delayed until September.]*

## **10. Parkrun Practice**

Ken reported that he had completed and returned the paperwork necessary for our application to become a recognised Parkrun Practice and that it was now for Joy to action.

## **11. Speakers for Forthcoming PPG Meeting (April 30th)**

Mandy agreed that, via Dave Bartlett, she would enquire if Matt Hughes (Herts Health Partnership) was still willing to make a presentation at a PPG Meeting.

Brenda has contact with a Research Nurse at the Lister who she thinks would be prepared to give a presentation to the PPG; Brenda and Graham will follow up this lead.

## **12. Newsletter**

Graham mentioned that if any PPG members wished to contribute articles for the newsletter, they would be gratefully received. His deadline for the May issue is Saturday, 11th May.

## **13. Any Other Business**

There were no AOB items

**The next PPG Meeting will be held on Tuesday, 21st May 2019 at Marymead at 7.00 pm.  
All patients are welcome to attend.**