

# **KNEBWORTH AND MARYMEAD PPG MINUTES**

Tuesday, 22<sup>nd</sup> April 2014; 7.00 – 8.00 pm

Attendees: Abigail Watkiss, Graham Fothergill, Sandra Butler, Alison Seymour, Charlynn Poorry, David Wilkinson, Tony Stowe, Justin Jewitt, Gordon Barker, Joy Hall, Tony Burkitt, Ken Spooner, Amanda Preedy

## **1. Welcome, Introductions and Apologies for Absence**

Apologies for absence were received Margaret Barker, John Townend, Judith Green, Christine Cobbold, Peter Grainger, Caroline Howden, Janet Little, Brian Jones, Jan Burt, Dr Loeffler, Lesley Stanbury, Dick Berry

## **2. Declarations of Interest**

None recorded.

## **3. Minutes of March Meeting**

These were approved.

## **4. Matters Arising**

Discussion took place for 20 minutes about the two emails from members of the PPG that raised various issues. Firstly, personal complaints are not relevant for the PPG, every personal complaint should be registered with the Practice Manager in the first instance. Patients do have recourse to NHS England, the Health Ombudsman and CQC if they feel that any complaint hasn't been dealt with fairly.

Secondly, we discussed the organisation and structure of the PPG, which, according to the Constitution, needs an AGM to elect officers (Chairman, etc) to run the workload. The complication is that we have no elected officers, anyone who turns up at Costa Coffee on a Wednesday night, 6.30 through to 7.30, becomes an officer for that attendance (a real proletarian structure). So in practice there is no need for an AGM or election. However it was agreed to put this current working practice to the full meeting on May 20th to make sure that any other views are reflected.

The PPG Constitution encourages all members to improve the Practice services, so any generic issues, e.g. problems with GP appointments, dirty facilities or other such points should be discussed by the PPG and improvements asked for.

Ken Spooner reported that the previous concerns about 6-week waiting times for a regular GP appointment is now down to just 8 days (from 22/04) and that anyone who needs an urgent appointment can be seen the same day. (Action – All)

## **5. Telehealth Update**

Tony Burkitt reported that the pilot test was over half way through its 4 month timing. Excellent results from patient acceptance and the involvement of HUC nurse triage. It was agreed to lobby the CCG to continue the pilot for a further four months to identify savings in the attendance and duty time at the surgery. A meeting between Cardiocom,

HUC, the Practice, the PPG and Lesley Watts (CEO of the CCG) was identified as the way forward. (Action – TB)

## **6. Help Yourself to Health Meeting, 20<sup>th</sup> May**

Thanks to David Wilkinson for getting the design for the posters and leaflets drawn up. Graham Fothergill has an excellent quote for printing, approved by Ken Spooner and so will go ahead ASAP.

Ken Spooner, from 23/04, will begin a "push" email to every patient with a web address (the first such event in NHS history!!! Not just in Knebworth).

Mandy and Joy Hall are organising the light refreshments, the hall will be open from 6.00 pm on the night so PPG members are encouraged to attend early to help put out chairs etc. and also to put them away at the end of the evening.

Leaflets will be handed out in the surgery, and posters put into local pharmacies, pubs etc (small team of volunteers to arrange distribution, please?). (Action – All)

## **7. April Newsletter**

Graham Fothergill has already got two main feature points, including the May 20th event. It was agreed to go with that plus a 4-line update in the current practice replacement of Rahul Shah and progress with improving the availability of appointments.

May newsletter to contain details of the Practice system of handling comments, compliments and complaints (KS) and articles on CRY (JJ), Mount Vernon inspection(TB), self-harming amongst young people (JJ), Disease Groups (PG) and community responders volunteers (JJ). (Action – GF)

## **8. Electronic Prescribing**

Coverage of this national service will be part of the April newsletter. It was confirmed that e-prescribing should save workload and improve the service to patients. Unfortunately, there is no "go live" date for our Practice, therefore it was agreed that the PPG should write to the CCG to ask for an update. We already have the capability of providing a set service for prescribing up to 6 months of batch drugs per patient. (Action – JJ)

## **9. Community Responders/Cardiac Defibrillators**

Volunteers are being asked for by the Ambulance Trust to train as community responders in artificial resuscitation and simple first aid. PPG members are encouraged to apply. Full details to be put into the May newsletter.

A map of locally-placed cardiac defibrillators has already been requested and will be presented to the group ASAP. It could be the subject of future fundraising action? (Action - JJ)

## **10. Mount Vernon CCG Inspection with Patient Volunteer**

Tony Burkitt shared his very positive experience as a trained patient volunteer taking part in an official CCG inspection of Mount Vernon Cancer Hospital. He confirmed the excellence of staff and patients, creating a very positive environment. He was also able to comment on various small improvements to the signage and notice boards on this very positive visit. He was accompanied by clinicians and commissioners from the CCG who handled the clinical side of the inspection.

PPG Volunteers are encouraged to apply for training to be able to attend future inspections.

## **11. Disease Groups**

Graham Fothergill read out Peter Grainger's thoughts on creating specialist patient groups for various diseases or conditions. The idea is to form virtual peer groups of patients who experience the same conditions e.g. diabetics, COPD or CHF patients, maternity, transgender experiences etc. Patients would be able to review their treatment, share best practices and thoughts and feed back to the PPG by a representative of each patient group attending the monthly meeting or writing a report? It was agreed to try this out for a limited range of conditions, led by Peter, and put an article in the May newsletter to get the pilot groups going. (Action – PG)

## **12. Cardiac Care for the Young (CRY)**

CRY is an organisation that provides free ECG monitoring for interested or concerned young people (14-35 year olds). Full details will be contained in a newsletter item for May's newsletter. (Action – JJ)

## **13. Young People and Self Abuse/Harming**

At least 30% of all young girls between the ages of 11-16 self-harm, are bullied or have a serious eating disorders; young men are also affected similarly. It was agreed that such figures and conditions need to be highlighted and that the PPG will run a campaign from the May newsletter onwards, plus PPG meetings to highlight the need to be aware of these issues and perhaps review improved diagnosis and treatment for the young patients? (Action – JJ)

## **14. Surgery Update**

Dr Rahul Shah is leaving, effective 30/04/14. The PPG thanks Rahul for his efforts, especially championing the COPD Telehealth pilot, and wish him well for the future.

Ken Spooner was able to report that a new female GP was joining the Practice and will deliver six sessions per week split between Knebworth and Marymead. Further GPs and nurses were being searched for.

The PPG congratulated Ken on reducing the non-urgent waiting times for a GP down to only eight days and look forward to seeing an end to the traditional Monday morning line of patients outside the surgeries before they open.

## **15. Any Other Business**

Allison Seymour raised the idea of a joint recruitment day in Stevenage town centre for all interested PPGs. The PPG considered this to be a good idea and will support this initiative.

### **Next Meeting, 17<sup>th</sup> June at Marymead, 7.00-8.00 pm**

Also, please feel free to attend the PPG Officers meeting on any Wednesday night at Costa Coffee, Roaring Meg, strictly 6.30 - 7.30 pm (or earlier finish if practicable!). Just email Tony, Sandra, Graham, Mandy or Justin for the Agenda.