

Knebworth and Marymead Medical Practice Patient Participation Group

Minutes of the Full Meeting on 18th June 2019
At Marymead Surgery 7.00 pm

Leader: Mandy Preedy, Minutes: Graham Fothergill

- 1. Present:** Joy Hall, Amanda Preedy, Graham Fothergill, Ken Spooner, David Wilkinson, Wendy Abbott, Rosie Chisnell, Sharon Smith, Robert Sprigge, Sally Elliot, Dr Joe Turner (in part)

Apologies: John Townend, Tony Stowe, Penny Berry, Vivienne Fountain, Angela Dormer, Kay Loveless, Dave Bartlett, Gill Bartlett, Kay Helsey, Joyce Osakwe.

Introductions: Mandy welcomed everyone to the Meeting and introduced Dr Turner, one of the Practice GPs.

- 2. Declarations of Interest:** None.

- 3. Minutes and Matters Arising from Meeting held on 21st May:** Agreed.

Minutes: Agreed

Matters Arising:

1. Robert requested amendment of the final paragraph under Minute #5 (Practice Update) in order to clarify the situation, as follows:

“Electronic Prescriptions: Robert reported a problem after switching his prescriptions from Lloyds to a different nominated pharmacy; Although the new pharmacy had recorded his details, except for his phone number, the regular prescriptions were not forthcoming despite being requested twice. [Second sentence unchanged]”

2. Following the presentation by Carina Cruz (Minute #4), Mandy, Rosie and Graham will be attending the training session on 24th June.

- 4. Presentation – Dr J Turner; Changes in the Treatment of UTIs**

Dr Turner described the standard practice for the management of suspected urinary tract infections – initial checking of a urine sample with a “dip-stick”(Multistix or Labstix), prescription of an antibiotic if the test is positive and then submission of the urine sample to pathology for confirmation. As a result of finding a considerable number of pathology samples being returned as “normal”, doubts were cast on the validity and usefulness of the “dip-stick” procedure. This was confirmed by an audit conducted by Dr Turner comparing the results in 50 patients; studies by other groups had come to a similar conclusion.

The Practice has therefore decided to abandon the use of “dip-sticks”. Under a proposed new protocol, non-pregnant female patients with a possible or suspected UTI will be issued with a 3-day prescription for an antibiotic but be advised to self-care (increased fluid intake, paracetamol or ibuprofen for pain relief, cranberry capsules, OTC cystitis sachets) for a few days and only have the prescription dispensed if symptoms continue, in accordance with NICE guidelines. Pregnant females, males and children with symptoms suggestive of a UTI will be issued with a prescription for a 7-day supply of an antibiotic (which should be dispensed immediately) and a urine sample will be sent to the pathology laboratory.

This new protocol will come into effect in the Practice in the near future.

5. Practice Update

New Knebworth Surgery: Ken reported that the building is still on schedule for completion at the end of November. Work was continuing on certain internal design features in accordance with NHS England standards as well as fixtures and fittings (such as furniture) chosen by the Practice. Mandy requested that consideration should be given to having chairs with arms in the waiting room and in consulting rooms; Ken agreed to look into this idea.

Extended Access: Ken reported that out-of-hours routine (but not emergency) appointments could now be made at the Kingsway Health Centre which is located on the Stevenage Leisure Park. Sharon confirmed that these can be made through our Practice for 6.30 – 8.00 pm on weekdays and for 10.00 am – 2.30 pm on Saturdays, Sundays and Bank Holidays. Ken explained that patients will be refused Extended Access appointments if they did not agree to their patient data being shared with this service. Explanatory leaflets will be available in the surgery reception areas in the near future.

Frailty Clinics: Ken reported that, because of her increased workload, Dr Shaw would now have the services of a dedicated nurse to support her.

Patient Records: Ken reported that, prior to relocation to the new Knebworth surgery, all paper-based patient records (“Lloyd George” files) would be sent to an off-site storage facility which has NHS England accreditation. They will remain accessible to the Practice for the rare occasions that they may be required. In response to a question from Rosie, Ken confirmed that now 10 – 12 years of patient records have been computerised.

Primary Care Network: Although the details and agreement on the running of the Primary Care Network were essentially complete, Ken was concerned that any patient representation was being kept at “arms length”. It was felt that the PPG should express its concern via a letter to the Chair of the Primary Care Network; Graham agreed to draft the letter.

Appointments: In response to an enquiry from Robert, Sharon reported that there was now, on average, only a two-week waiting time for routine appointments with an unspecified GP. This improvement was mainly as the result of two long-term locum GPs (Drs Nwizu and Otulana) being seconded to the Practice on a semi-permanent basis to take additional clinics on Thursdays and Fridays. Graham reported on the excellent service being provided by our Advanced Nurse Practitioners and recommended requesting appointments with them when appropriate.

6. Help Yourself to Health, 24th July

Sally offered to assist in serving drinks etc in place of Sharon who is on late duty at the surgery that evening. Joy confirmed that a poster for the Meeting will be on the front cover of the July issue of the Knebworth Parish News and the main poster will form one on the inside pages. A4 (30) and A5 (150) copies of the poster have been printed and Graham asked attendees to take and display or distribute as many as possible [*These were handed out at the end of the Meeting*]. A5 flyers had been placed in reception areas at both surgeries. Graham asked Ken to publicise the Meeting via text to all patients whose mobile phone numbers were on file.

7. Health Walks

Joy reported that, earlier in the day, more than thirty patients came along to the Health Walks “Birthday Lunch” at the Toby restaurant.

8. Newsletter

Graham confirmed that the next newsletter would be produced in early July and although he had a few items on file, as usual he would welcome any additional contributions.

9. Any Other Business

There were no items of Any Other Business.

The next full PPG Meeting will be held on Tuesday, 24th September, the venue for which has still to be decided.