

Knebworth and Marymead Medical Practice Patient Participation Group

Minutes of the Full Meeting on 22nd October 2019
At Marymead Surgery 7.00 pm

Leader: Rosie Chisnell, Minutes: Graham Fothergill

- 1. Present:** Rosie Chisnell, Amanda Preedy, Graham Fothergill, Ken Spooner, David Wilkinson, Kay Loveless, Chryssie Cobbold, Robert Sprigge, Sally Elliot, Angela Dormer, Brenda Davies, Wendy Abbott.

Apologies: Sharon Smith, Joy Hall, John Townend, Tony Stowe, Vivienne Fountain, Penny Berry, Mike Pye, Jan Burt, Vivienne Fountain.

- 2. Declarations of Interest:** None.

- 3. Minutes and Matters Arising from Meeting held on 24th September**

Minutes: Agreed

Matters Arising: None

- 4. Presentation – Introduction to “Cancel Out Cancer”; Rosie Chisnell and Mandy Preedy**

Rosie explained that this programme, which is being run by the East and North Herts CCG, is essentially to raise awareness to all forms of cancer. Rosie described the group meeting that she and Mandy led at the Irish Network, Stevenage and at the Garden City Practice in Welwyn Garden City. It is interactive, with group participation, and they discuss various aspects of cancer, such as research, treatments and prevention. They have Q & A sessions and use activity cards and flip charts; comments and feedback are shared among the group members. Information leaflets are provided, which include relevant contact details/phone numbers. Ken considered this to be a valuable resource and commented that, in a recent breast cancer audit in our Practice, about 50% of diagnosed patients did not present early with their symptoms.

It was agreed that the PPG should assist in setting up some local meetings for this project and local groups should be approached. Also, there may be an opportunity to bring this to the Primary Care Network (PCN). This will be discussed at the next Officers Meeting.

- 5. Practice Update**

New Knebworth Surgery: Ken reported that the building should be handed over on Friday, 22nd November for the surgery “go live” 2nd December. *{Subsequent update: the building will not be completed on schedule; a new project plan is being developed and a new completion date will be announced in due course.}*

Blood Tests: Ken reported that the regular phlebotomist is now back from extended sick leave and so the availability of appointments should improve.

Flu Vaccination Programme: Ken reported problems with the supply of flu vaccines. Although the Practice has enough for the 65+ group there is a serious shortage for the under 65 “at risk” group as a result of which some scheduled vaccination sessions have had to be postponed. There is a similar problem with the nasal spray flu vaccine for children; the Practice has now ordered the necessary quantity but the suppliers/manufacturers are restricting supplies. Ken stressed that these issues were totally out of the control of the Practice but the situation is causing problems for the staff

Staff Restructuring: Ken reported that, as soon as a new receptionist has been recruited, Sharon and Debbie (the prescription clerks) will work with and report to Lisa (the Clinical Pharmacist). This will give a better response to medication issues and a more effective prescription service.

Primary Care Network (PCN): Ken reiterated that the Stevenage South PCN is now operational but that a number of key issues still had to be worked on and sorted out. A clinical pharmacist is being recruited for the network and social prescribing will also be high on the Agenda.

Health Screening and Infant Vaccination : Ken expressed his concern that, although our Practice was better than average, childhood immunisation rates nationally are lower than in previous years with the inherent risk of the spread of diseases such as measles, mumps and rubella.
{Update: The NHS has now suggested that Practices should hold extra clinics at evenings and weekends.}

Ken also reported that fewer adult patients were attending for routine screening procedures.

Extended Access Service: In response to an enquiry from Robert, Ken reported that there is usually only a 7–10 day wait for Extended Access appointments whereas within the Practice there is generally a three-week wait for routine appointments. Ken agreed to provide regular updates on these waiting times.

Over The Counter (OTC) Medication: In accordance with an edict from the CCG, in our Practice there has been a 10-15% decrease in prescriptions for OTC products; efforts will be made to improve even further on this.

Antibiotic Prescribing: Ken explained that there was a considerable discrepancy between the requirements of the CCG for the prescribing of antibiotics (especially for UTIs) and the recommendations of Consultant Urologists; this is causing some difficulties for our GPs.

6. Parking at the New Knebworth Surgery

Graham reported that the meetings of the Practice with key stakeholders (Library, Lloyds Pharmacy, NHDC, St Martin’s Church, Assura etc) had led to a reasonably successful outcome and it now seems likely that there may be up to eight off-site parking spaces for Practice staff when we move into the new Surgery on St Martin’s Road.

7. PPG Insurance

Mandy reported that the best quotation that she had been able to obtain for insurance to cover the PPG during events was approximately £100 per annum. It was agreed that this would be taken up but not until just before the next event (fete or whatever) during 2020.

8. Joint Meeting of Primary Care Network (PCN) PPGs

Graham reported that the other three PPGs (Shephall, Bedwell and King George) had agreed to meet with us to progress the concept of having patient representation on the PCN Board. The meeting will be on 31st October and Graham will report back on the outcome at the next full PPG Meeting.

9. Speakers for Future Full PPG Meetings

Robert suggested that a representative from the Lister Falls Clinic might be persuaded to give a presentation at one of our Meetings. The Officers will discuss this further but meanwhile it is hoped that Lisa Underwood, our Clinical Pharmacist, would be able to attend our November Meeting.

10. November Newsletter

Graham asked for possible items for the November newsletter. Chryssie agreed to submit a short report on her experience of the Dementia Bus and Rosie and Mandy agreed to provide an article on COC.

11. Any Other Business

Admiral Nurses: Jan reported by email that two Admiral Nurses have been appointed from the last interviews, one is due to start next month, November and the other early January. She said we are interviewing again for a third one on 13 November, so hopefully we will get our full complement after these interviews.

The next full PPG Meeting will be held on Tuesday, 26th November at Marymead.