

Patient Participation Group

Minutes of the Full Meeting on 26th November 2019 At Marymead Surgery 7.00 pm

Leader: Rosie Chisnell, Minutes: Graham Fothergill

- 1. Present:** Rosie Chisnell, Amanda Preedy, Graham Fothergill, Joy Hall, Ken Spooner, Sharon Smith, Robert Sprigge, Sally Elliot, Tony Dollimore .

Apologies: Chryssie Cobbold, Angela Dormer, Brenda Davies, John Townend, Tony Stowe, Penny Berry, Alison Howse, Jan Burt

- 2. Declarations of Interest:** None.

- 3. Minutes and Matters Arising from Meeting held on 22nd October**

Minutes: Agreed

Matters Arising: None

- 4. Practice Update**

New Knebworth Surgery: Ken reported that site discussions were ongoing with regard to the likely completion date. Mains electricity cables have now been laid but remain unconnected to any part of the building; it is expected that the gas main will be laid within the next two weeks; no date has been set for the mains water.

Flu Vaccination Programme: Ken reported that all supplies for adult flu vaccinations had now been delivered. There are still serious shortages of the nasal spray flu vaccine for children, the suppliers/manufacturers are restricting supplies.

Primary Care Network (PCN): Ken confirmed that the Network had recruited a clinical pharmacist who will start work following his introductory training; when working at our Practice (one day per week) he will be assisting Lisa Underwood. Recruitment to the Network of a Social Prescriber has still to be undertaken. A musculoskeletal physiotherapist will start work shortly; this post has been funded out of the locality budget

Extended Access Service: This service continues to be well used. Within the Practice there is currently an eleven day wait for routine appointments. Ken confirmed that all requests for emergency appointments are dealt with on the same day.

OtherMatters: Ken reported on the following:

- The Practice will be assessed by the CQC by telephone in two weeks time
- Although not yet into the “winter pressures” scenario, the Lister Hospital is already reporting that it is in an overload situation which could have serious consequences. The East of England Ambulance Service is also under severe pressure with regard to response times
- 92% of prescriptions are now processed electronically (well above the national average); it was agreed that we should thank patients for this. Most of the remaining 8% are not suitable for this process
- Sharon and Graham agreed to produce a flyer to advise patients that their prescriptions need to be processed in a timely manner prior to the Christmas and New Year period
- There are worsening problems with drug shortages at all pharmacies. Ken explained that this was mostly the result of manufacturers being in a monopoly situation.
- The recent BMA ballot on home visits by GPs will not affect the Practice and all necessary home visits will continue

5. CFF Patient Survey Summaries

Ken explained the background to this online survey, the results of which, for our Practice, were similar to those from a national survey. However, the CCG noted that there were a number of key points that needed to be dealt with in liaison with the PPG:

- To improve publicity and the uptake of Extended Access appointments. It was agreed that we would provide enhanced publicity, probably by the use of flyers
- The perceived problem of receptionists needing to ask patients for information when requesting appointments. This will be addressed and explained in the next PPG newsletter
- The waiting time for appointments. The current situation (see above under “Extended Access Service”) could be publicised in the newsletter
- The “outdated environment” at Knebworth Surgery will be addressed when the Practice moves to new premises in the New Year

6. Feedback from Joint PPG Meetings with Primary Care Network Practices

Graham reported that although there had been two meetings with PPG members of the other three Practices in the Primary Care Network, the issue of patient representation at PCN Board Meetings was unresolved. We now await feedback from our respective Practice Managers (all of whom are members of the Board) on the outcome of the discussions at the 4th December Board Meeting. In addition, Graham will attend a meeting on 10th December being held by a Potters Bar PPG at which there will be a presentation on patient representation on PCNs. Graham agreed to report back these matters at the next full PPG Meeting (17th December).

7. “Help Yourself to Health” 2020

Mandy reported that the proposed date of 22nd July had now been confirmed, with Knebworth Village Hall as the venue as usual. Graham has confirmed that date to Renata Crome who will liaise with the proposed speakers for presentations on ophthalmology and orthopaedics. Robert requested that the speakers are asked not to present the topics at a too technical/clinical level.

8. Cancel Out Cancer (COC) Update

Mandy suggested that the PPGs of the other Practices in the Primary Care Network might be interested in learning about this initiative and possibly being involved in a joint meeting; she will email the respective PPG contacts to evaluate their interest.

9. Communication of Address of New Knebworth Surgery

Ken explained the need to start an early communication process to inform users and other contacts of the address of the new Knebworth Surgery and he is already developing the processes to be used. As well as patients, this will include hospitals, care homes, suppliers etc. Mandy suggested the possible use of email for patients; this will be considered. Ken confirmed that Knebworth Surgery will retain its current telephone number when the move takes place.

10. Carers Facebook Group

Ken explained that he and Marie Norman would be setting this up following a request from patients for this form of social media.

11. Arrangements for the Next Full PPG Meeting

Rosie agreed to contact David Wilkinson to see if he was prepared to lead either the next Officers Meeting (3rd December) or the next full PPG Meeting (17th December).

[Subsequent note: He will lead the Officers Meeting, the leader of the full Meeting will be determined at the Officers Meeting].

Graham expressed concern at the low attendance at the current Meeting and the very few Apologies for Absence. It was recommended that the invitation for the December Meeting should mention that there would be food (cake, mince pies) and drink (wine, soft drinks) available.

12. Any Other Business

The next Pharmacists Meeting will be on Wednesday, 15th January. Graham commented that Lloyds Pharmacy in Knebworth appears to be maintaining an efficient operation with notably less queuing than before the arrival of the new pharmacist.

Joy reported that Knebworth Health Walks are likely to be featured in the January edition of the NHDC digital magazine "NH Now".

In response to an enquiry from Mandy, Ken confirmed that Practice staff were soon to undergo training on the use of eConsult. Graham noted that this was a topic which was also on the Agenda of the meeting that he will attend on 10th December (see Item No. 6 above).

The next full PPG Meeting will be held on Tuesday, 17th December at Marymead.

