

KNEBWORTH AND MARYMEAD PPG MINUTES

Tuesday, 15th March 2014; 7.00 – 8.00 pm

Attendees: Abigail Watkiss, Brian Jones, Dr Eckhart Loeffler, Graham Fothergill, Sandra Butler, Alison Seymour, Caroline Howden, Charlynn Poorry, Chris Evans, David Wilkinson, Jan Burt, Janet Little, Peter Grainger, Dr Robert Newby, Roz Frampton, Sylviane Equiney, Tony Stowe, Justin Jewitt

1. Welcome, Introductions and Apologies for Absence

Apologies to Chris Evans for missing his apologies for not attending earlier meetings.

Apologies for absence were received from Dr Rahul Shah, Amanda Preedy, Ken Spooner, Tony Burkitt, Sandra Moses, Gordon and Margaret Barker, John Townend and Judith Green

2. Declarations of Interest

There were no declarations of interest.

3. Minutes of February Meeting

These were approved.

4. Matters Arising

None.

5. CQC Inspection - Action Plan

Positive discussion was had about the PPG response to the expected CQC inspection. Alison shared the experience of a CQC inspection at the Bedwell Practice. It was agreed that, given 48 hours notice from the surgery office, the four Officers (Tony Birkett, Graham Fothergill, Sandra Butler, Justin Jewitt) would try to get to meet the inspectors, accompanied by the email input from any PPG member, or else replaced by volunteers from any PPG member (according to which surgery the missing PPG Officer comes from). The inspection is due to happen every 3 years if all is well. The patient voice will play quite a role in the evidencing of the inspection. (Action: Drs Newby and Loeffler)

6. Care.data – Update

It was agreed that the PPG should do everything in its power to highlight the situation of this government release of anonymised patient data to research and other organisations. The formal start date has been put back to October due to poor communication (“Pizza delivery” of official notices was poorly received). It was pointed out that the release of hospital data had already been happening for many years, and that also could be involved in an opting-out by the patient.

The Practice was concerned about being sued for wrongly released patient information.

It was agreed that, in every newsletter and PPG Meeting, there would be a slot for communicating the choice of opting in or out of providing these data for every single patient.

It was felt that the issue could be highlighted by a message on the electric notice boards plus paper hand-outs in each surgery. (Action: all)

7. Telehealth Update (provided by Tony Burkitt, presented by Sandra Butler)

A very positive response from all 51 patients on this Telehealth COPD trial. HUC clinicians and advisers are also finding their monitoring involvement very exciting and positive. Patients feel more in control of their illness and are advised of the need to change medication without further visits to the surgery.

Discussion was had in regard to the formal media launch for this stabilised service. It was agreed to review with Dr Shah and the Cardiocom team, taking advantage of contacts with the local press, sometime within the next two weeks. (Action: Dr Rahul Shah, Tony Burkitt, Graham Fothergill)

8. Annual Patient Survey

A request for everyone to take the survey which is on the surgery website (knebworhandmarymeaddr.co.uk) - there are some interesting questions for everyone to answer, it will only take 3 minutes.

After two weeks of being up on the website, and paper copies being used in the surgeries, Ken Spooner will collect the surveys together, analyse them and put the results up on the website. (Action: all)

9. PPG Annual Report

Draft sent out with this meeting's Agenda. Any further comments should be emailed to Graham Fothergill and Justin Jewitt (justinjewitt@aol.com and gafothergill@gmail.com). All editorial, content and any other changes will be welcomed up until this Friday evening. Then the edited version will be sent to the Practice (Dr Shah) for formal clearance and put onto the Practice website. (Action: all)

10. May 20th Joint PPG and Practice Meeting

Meeting planned for 20th May, 7.30 – 9.00 pm in Knebworth Village Hall. This will be an extended PPG meeting and attempt to attract up to 100 patients to attend.

Actions arising from the discussion were:

- there should be an objective established for the event
- can we get sponsorship for the event?
- AGM should be held and Terms of Reference clarified
- Chris Evans will try and provide a stand for Carers in Herts. Are there any other voluntary organisations who want to attend?
- Invite to HUC and 111 service to attend (Rob Newby has already alerted them to a possible invite) Tony Burkitt to use his contact Rachael Fox.

We need an eye-catching title for this event- everyone to think about it. How to get publicity for everyone to attend? Through newsletter, surgery noticeboards, paper slips for each patient attending the surgery, notices in the local pharmacies, Pubs, railway stations, bus stations, ideally a notification to every patient's email address. Volunteers for the refreshments - Amanda Preedy is the first! The PPG officers will continue to work on the programme and actions every Wednesday night (6.30-7.30 at Costa Coffee, Roaring Meg, everybody welcome; just email any of the officers to let them know to expect you. (Action: Officers et al)

11. PPG Recruitment

Thanks to efforts made by Sandra Butler and Graham Fothergill, nearly 50 past and current members of the PPG were emailed and sent Minutes and the Agenda for this PPG meeting. As a result, we have enjoyed the largest turnout since we started in December 2011.

Ongoing, the issue is getting the correct email addresses, and continuing to encourage all sections of the patient population to either attend in person or to create virtual groups; Internet meetings of young mothers, business people, minority groups, disability or disease specific groups - all can be created if there is enough interest, and the technology to support it!

An invite to the receptionist staff to join the PPG will be issued, and encouragement given to attend even if it's on a rotational basis.

The nirvana for a full PPG recruitment exercise is the ability to send the newsletter by email directly to every patient. This is being worked on by Ken Spooner who we hope will be successful before the next PPG meeting.

Of course, not everyone has the Internet so we must always have paper copies of the newsletter and any other Internet communication available in the surgeries. Also there are people who have difficulty in reading or a visually impairments and thought needs to be given to how to reach out to such patients (perhaps a special patient group can be formed who deal with this opportunity).

Don't forget, everyone who attended tonight can ask a friend, neighbour or anyone who is interested to attend the next meeting to remind everyone that they can play an active role in their respective PPG .

12. Feedback from the “Big Top” Meeting

Jan Burt attended, along with Justin Jewitt, and she reported back on this ENHerts CCG-organised event.

Its purpose was to bring all the local active PPG groups together for a meeting to discuss ideas, happenings, best practice and thoughts for the development of each PPG in the future.

A presentation from the National Association for Patient Participation was delivered that contained hints and ideas to use at every PPG. There was a very good story about the head boy of a local school being recruited to bring his peers along, as well for discussions about what mattered to the young (sexual health, stress management etc). Also the involvement of all patients was encouraged, especially to reflect the diversity of ethnicity, age, illness, worried-well etc.

The use of Facebook, Twitter and other social networks was discussed and encouraged (at this point several members of the PPG gulped and looked slightly green!!). This event was funded by the CCG and hopefully is the first in a line of such events.

The ENHerts CCG is reputed to have one of the best and most active networks of PPGs in the country. Although we only have just over 40% of the 60 surgeries with active PPG meetings, this is growing every month and is to be encouraged.

13. Content of March Newsletter

Graham Fothergill read out the content proposed for this month's newsletters. Any ideas for content for the April newsletter, please contact him directly (gafothergill@gmail.com).

We will attempt to issue the March letter by email to the individual patient email addresses, along with the Minutes of the PPG meeting and an invite for anyone to join up and take part in the future dates. (Action: all)

14. Palliative Care Brochure

About six months ago, Sandra Butler completed a Palliative Care brochure and handed it to Dr Shah for clearance. Feedback and use would be appreciated. (action: Dr Rahul Shah)

15. Surgery Happenings

Ken Spooner is now in office and settling down in his role as Practice Manager. He is tackling the serious issues about the appointments system and the availability of doctors and nurses. It is vital to stabilise and grow the patient base through an excellent healthcare service.

16. Any Other Business

CRY - a specialist cardiac service for the young has been identified by Roz Frampton and will be presented as a 5-minute topic for the next PPG meeting in April

A suggestion came from Peter Grainger about segmenting the various different patient groups (cares, COPD, diabetes, cardiac, stroke, dementia etc) and getting champions to lead each section. This was also agreed as another 5-minute agenda item for the April meeting

Justin Jewitt confirmed that the Minutes of the Patient Network (Quality) Committee would be circulated with these Minutes. He pointed out that the emailed questions requested from the PPG members for the East of England NHS Ambulance Trust were well received and worked extremely well in being answered by the team on the night! A good example of the active patient use of the Internet to raise points and questions of interest quickly and effectively.

Graham Fothergill raised the point about financial support for PPG activities, for such outputs as photocopying and small budget items. Rob Newby confirmed that this could be arranged through Ken Spooner. (Action: Roz Frampton, Peter Grainger, Ken Spooner).

Next Meeting, 22nd April at Marymead, 7.00-8.00 pm

Any potential Agenda items not yet listed, please send to the Officers; all ideas are welcome.

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!).