

# Knebworth and Marymead Medical Practice Patient Participation Group

Minutes of the Full Meeting on 24<sup>th</sup> September 2019  
At Knebworth Surgery 7.00 pm

**Leader:** Mandy Preedy, Minutes: Graham Fothergill

- 1. Present:** Joy Hall, Amanda Preedy, Graham Fothergill, Ken Spooner, David Wilkinson, Rosie Chisnell, Sharon Smith, Robert Sprigge, Sally Elliot, Penny Berry, Angela Dormer, Kay Loveless, Dave Bartlett, Gill Bartlett, Brenda Davies, Madeline Macdonald, Mike Pye, Jan Burt, Sarah Wright (HAD), Cherie West (HAD).

**Apologies:** John Townend, Tony Stowe, Vivienne Fountain, Chryssie Cobbold, Brian Jones.

**Introductions:** Mandy welcomed everyone to the Meeting and introduced Sarah and Cherie from Hertfordshire Action on Disability (HAD).

- 2. Declarations of Interest:** None.

- 3. Minutes and Matters Arising from Meeting held on 18<sup>th</sup> June**

*Minutes:* Agreed

*Matters Arising:* None

- 4. Presentation – Sarah Wright; HAD**

Sarah explained that Hertfordshire Action on Disability (HAD) is a charity which no longer has funding support from Herts County Council and therefore relies heavily on donations and charity events. One of their main roles is in the provision of a whole range of mobility equipment from scooters, wheelchairs, mobility aids, chairs (high back and rise and recline) to kitchen and eating equipment. It is not simply a shop but the experienced staff offer help and advice on the right type of equipment for the individual and for their needs. They pride themselves on not selling anything that is not suitable for the individual.

Another key aspect of their service relates to fitness to drive assessments, including tuition for the disabled, vehicle adaptation advice and passenger assessments. Sarah welcomed anyone to visit their site at The Woodside Centre, The Commons, Welwyn Garden City to discuss individual needs or simply to look around the place.

- 5. Practice Update**

*New Knebworth Surgery:* Ken reported that the building will be completed and handed over by Friday, 22<sup>nd</sup> November; the surgery will start to move in on Monday the 25<sup>th</sup> and will “go live” in the new building from 2<sup>nd</sup> December (Knebworth surgery will be closed on Friday, 29<sup>th</sup> November and appointments can be made at Marymead on that day).

*Extended Access:* Ken reported that the out-of-hours service at the Kingsway Health Centre is working well; during August our patients took up more than eighty appointments there.

*Flu Vaccination Programme:* Ken reported that this is now due to get under way and the schedules for appointments and walk-in clinics are now being publicised in the waiting rooms and reception areas at both surgeries. The vaccine for the 65+ group has already been delivered and the remainder is expected to be delivered on schedule.

*Recruitment:* Ken reported that the Practice had recently advertised for a new Partner to work on a two-day week basis; there have been no responses after two months of advertising!

*Primary Care Network (PCN):* The Stevenage South PCN is now operational and the first objective will be to resource it for clinical pharmacy and social prescribing. Ken reported that Knebworth and Marymead will retain the full services of Lisa Underwood (our clinical pharmacist) and that the shared social prescriber will be located at Knebworth.

Ken and the PPG Officers remain concerned that there was no patient representation on the PCN. The first attempt to meet with PPG representatives from the other Practices in the Network to discuss this issue has failed because of the inability to find a mutually satisfactory date for the meeting. The Officers will propose new dates in the hope of overcoming this problem. It was noted that no response whatsoever has been received from King George PPG.

*Stevenage Healthy Hub:* Ken reported that the Stevenage Healthy Hub was functioning well after receiving funding of £100,000. It is primarily located at Stevenage Leisure Centre and its key features include weight management, physical activities and smoking cessation.

## **6. Feed back on Help Yourself to Health, 24th July**

Joy reported on the excellent feedback that she and others had received from many sources; these included the speakers, the stallholders and Ken. The PPG Officers are already considering the programme for next year's HYTH. Brenda felt that it might be a good idea to change the format, with the presentations starting earlier and time during an interval or at the end for attendees to look around the stalls and to meet with the presenters. This will be discussed at the next Officers Meeting.

## **7. “Making the Most of Your Appointment” – Questionnaire Feedback**

Mandy reported that the form/questionnaire developed by Robert had been trialled at PPG coffee mornings in the waiting rooms. It was not felt to be particularly useful in its present format and that alternative strategies might be considered; this will be discussed by the Officers. When finalised, it may be possible that the form could be handed out to patients by the receptionists.

## **8. Dementia Bus**

Mike reported that a local care agency has sponsored a “Dementia Bus” to give Carers an idea of what having dementia feels like. This will be located in Woolmer Green Village Hall car park on 23<sup>rd</sup> October and some of our Carers and staff have been given the opportunity to join in.

## **9. QEII Urgent Care Centre – Overnight Closure**

Rosie reported that she and Mandy had attended a meeting regarding the proposed closure of the unit from 10.00 pm to 8.00 am. Considerable concern was expressed at the meeting but the general view seemed to be that this is a “done deal”. The consultation period is finished.

## **10. Newsletter**

Graham asked for possible items for the October newsletter. It was agreed that an article on the hoarding, over-ordering and return of unused prescription drugs might be useful.

## **11. Any Other Business**

*Drug Shortages:* Ken mentioned the continuing problem with the shortage of a considerable number of important prescribed drugs; there are continuing issues with HRT preparations and the antidepressant, fluoxetine. Rosie said she understood that quinine products were also in short supply.

*Admiral Nurses:* Jan was pleased to report that they now had approval to recruit two more Admiral Nurses but were finding it difficult to fill the posts.

*Cancel Out Cancer (COC):* Cancel out Cancer is a new free interactive programme in East and North Herts to involve the community in Cancer awareness. Rosie and Mandy have been trained to deliver these sessions and if you or any groups you know, would like any more details or to book a session, please let us know or contact Joy Hale, Engagement Officer, East and North Herts CCG. Her email is [joy.hale@nhs.net](mailto:joy.hale@nhs.net).

**The next full PPG Meeting will be held on Tuesday, 22nd October at Marymead.**