

HARDWICKE HOUSE GROUP PRACTICE

PATIENT PARTNERSHIP

MINUTES OF MEETING – 7th April 2017

NAME	REPRESENTATION	ATTENDANCE	APOLOGIES
Sylvia Bambridge (SB) Chair	Patient – Hardwicke House	X	
Dianne Middlemiss(DM) Vice Chair	Patient – Hardwicke House	X	
Phil Worsley (PW) Secretary	Patient – Hardwicke House	X	
Tanya Millar(TM) Minutes	Patient – Hardwicke House	X	
David Cripps (DC)	Practice Manager	X	
Dr Susmitha Pavuluri (SP)	GP		X
Dr James Gilmour (JG)	GP	Part	
Margaret Carpenter (MC)	Patient – Bures		V
Nicki Garrard (NG)	Patient – Great Cornard		X
Valerie Burrows (VB)	Patient – Hardwicke House	X	
Barbara Hamblett (BH)	Patient – Hardwicke		V
William Snelling (WS)	Patient Bures	X	
Sylvia Norton (SN)	Patient – Hardwicke House	X	
Pam White	Chair - Great Cornard PC	X	

V – Virtual Member, unable to attend due to time / day of meeting but kept informed of group activities

1.0 Welcomes Introductions and Apologies

Welcomes: Pamela (Pam) White (Chair, Gt. Cornard Parish Council).

Attendees and apologies as above.

SB discussed an email from Mr John Swan giving official notice of his resignation as a PPG member.

2.0 Minutes of last meeting and Action Log

Minutes from last meeting

Everyone happy with the minutes from last meeting and all actions completed – well done all !!.

3.0 Updates

3.1 Hardwicke House Group Practice

Hardwicke House / Meadow Lane Move -JG reported that Bellevue site is still for sale as the Premier Inn offer has withdrawn. There is CCG approval for rent funding. 13/14 yrs. lease remaining on the Stour Street and Meadow Lane sites. The plan is to downsize the two sites into one. The Clare site is renewed each year and the Cornard site due this year.

GPs attending meetings - PW asked if there has been any interest from other GP's to attend PPG meeting. DC said there is a lot of work pressure at present.

Methotrexate (80 patients within practice) - PW has been corresponding via email with Linda Lord, WS CCG Chief Pharmacist on the issue of patients having to travel to the WSH to collect their Methotrexate. PW accepted an invitation from Linda to meet with her to discuss. Linda asked for the details of the conversation not to be publicised. The issue was not a case of who prescribes Methotrexate but one of who is responsible for the care package of Methotrexate patients, this responsibility currently lies with the WSH. PW said the situation was being reviewed by the WS CCG this year and if we could collate “case histories” to demonstrate how the present arrangement was affecting patients we might be able to influence a change of policy. One Methotrexate “case history” identified an issue with Sharps Box being too small.

Action: All to ask any patients they know using Methotrexate if they would provide a “case history”. No patient identifiable information will be provided without the patient’s express permission.

Action: PW to write to patient to advise them to request a larger box which is available.

Paediatric Service Visits -A Consultant Paediatrician visits Hardwicke House once a month for staff to discuss cases and learn.

GP Funding Offer - additional funding is available if practice offers a 7-day service & Care Home Visiting Service. DC said the Practice already offers an extended service to include Saturday Mornings, and already has G.P Care Home visit requests to triage and manage now. Intermediate Care beds are available at Hazel Court.

3.2 West Suffolk Clinical Commissioning Group (WSCCG)

Suffolk Super Practice - 13 practices to amalgamated on 1st May into single practice. Hardwicke House Group Practices not included, and the Glemsford practice has withdrawn.

Prescription Waste - Good news, year end a 5% saving on cost of prescriptions has been achieved.

Patient Revolution - 2017 date 12th July, details to follow.

Community Engagement Group (CEG) – Next public meeting 27th April 10-12pm @ West Suffolk House, Bury St. Edmunds.

3.3 Connect Sudbury / Hive

Lunch and Learn Meeting 19th April 12-13.30 @ Sudbury Health Centre.

Subject: Early Intervention Team.

Hive / Sudbury Market Town Partnership – St. George's Day Celebration.

23rd April Quay Theatre Volunteer training and Community Volunteer Awards.

24th April St George's day fair Quay Lane Cricket Ground.

Action: PW to circulate information.

4.0 Progress Update PP aims and actions:

4.1 Meeting Date / Time - Forms discussed/completed regarding alternative meeting time/date preferences from PPG members to attract a more diverse PPG membership.

4.2 2017 Patient Satisfaction Survey: Offer made by PPG members to assist with this. PW will look at the present survey and provide a draft at the end of May/June for review and suggestions regarding questions and improving patient response rate. It was suggested we should issue a Newsletter prior to the survey to publicise the survey.

Action: PW/SB/DM to produce next Newsletter for June 2017.

Action: All plan survey for June / July/

4.3a NAPP - TM provided details of the NAPP conference on 24th June and indicated her willingness to attend. PW to set up stand-alone PPG organisational email address to allow PPG members to access NAPP members only sections of website.

Actions: PW to set up HH PPG email address. TM to apply for NAPP conference.

4.3b WS CCG PPG Workshop 31st March -DM gave an overview of the afternoon. PW facilitated a group discussing the formation of a new PPG. Denise Wrobbel will be forwarding notes of all the sessions that took place. Useful re networking with other PPG's & possible funding raising ideas.

4.4 PPG Notice Boards – DC expressed concern that the notice board at Clare was still empty. TM said the Clare board was due to be done next week, all other boards had been completed for some time. New Topic updates to be added to all the practice boards after Easter (Clare's notice board will also be set up.) These topics include information on ICE (in case of emergency,) WSH Parking and support of the Open Bag Campaign (prescription medicine.)

Action: TM & DM Update PPG notice boards.

4.5a Pharmacy - DM said Chemist Times are back in the Suffolk Free Press but inclusion is dependent on space availability.

4.5b Transport – It was said Taxi Vouchers are available via Babergh Council, these were issued instead of bus passes.

4.6 PPG Newsletter - PW arranging to meet in 3 weeks. asked for input/ideas from PPG members.

Action: PW, SB & DM to meet 24/04/17 (later postponed by PW).

Action: All submit ideas and articles for newsletter to PW.

4.7 Web Site / Members Profile – PW requested those who had not done so already to complete a PPG members profile pro-forma.

Action: PW to update membership profiles.

4.8 Medical Equipment – SB said during the month of March there had been Amnesty for redundant medical equipment, which received a good response. SB still pursuing contact details for the local return of equipment for publishing in our newsletter.

Action: SB to provide an article for PPG newsletter and notice boards.

4.9 Sudbury Area Support Groups – items of interest

Upbeat - SB distributed latest Upbeat Magazine (Heart Support.).

CCG Muscular Skeletal Service - Self referral service now available for the physio/knee clinic at Sudbury Health Centre after GP initial assessment.

Health Walks – PW now trained as Health Walk leader. Stepping Out in Suffolk booklet available in Sudbury Library. PW has produced a A4 sheet with Sudbury walks

Action: PW to distribute Sudbury walks sheet.

Great Cornard Good Neighbour Scheme – PS told the meeting there had been a meeting to launch a Good Neighbour scheme in Great Cornard but there was poor turn out.

5.0 Patient Experiences / Issues

SB - Shingles Vaccination - SB asked on behalf of a patients about the Eligibility for Shingles Jab. DC gave a summary of a patient's eligibility. An Information leaflet was also available in practice waiting rooms.

Post Meeting Note (from NHS Choices): *"You are eligible for the [shingles vaccine](#) if you were aged 70 or 78 years old on 1 September 2016. From September 1, 2016, the shingles vaccine will be routinely available to people aged 70 and, as a catch up, to those aged 78. In addition, anyone who was eligible for immunisation in the previous three years of the programme but missed out on their shingles vaccination remains eligible until their 80th birthday. This includes:*

- *people aged 71, 72 and 73 on September 1, 2016*
- *people aged 79 on September 1, 2016*

The shingles vaccine is not available on the NHS to anyone aged 80 and over because it seems to be less effective in this age group. You can have the shingles vaccination at any time of year, though many people will find it convenient to have it at the same time as their annual flu vaccination."

WS - Bures Patient Appointments - WS expressed concern about difficulty in getting female GP appointments at Bures. There was also concern about non-Bures patients using Bures. DC said there was a high demand and limited female GP appointment availability. Patients who felt they needed extra time with a GP to discuss complex issues could book double appointments. DC said it was Practice policy that patients could attend any surgery they wished. This meant that patients from outside Bures could use the Bures surgery, and likewise Bures patients could use the other surgeries.

WS said that on a recent occasion there was a hold up as no doctor had been allocated to Bures. DC said he was surprised as GPs were allocated several weeks in advance.

Post Meeting Note: DC emailed PW 12/04/17 *"Dr Morgan called in sick that day and we had to relocate Dr Pavuluri to cover Bures at the expense of Cornard"*.

This emphasises the benefits of flexibility between surgeries.

DM - Practice Phlebotomy Services - DM asked if there were any domiciliary phlebotomy services offered by the practice. DC said a Phlebotomy service is offered by the Bures practice and a District Nurse domiciliary phlebotomy service is available.

6.0 Agenda for next meeting

- Check practice website updated.
- PPG awareness week

7.0 AOB

No issues raised.

8.0 Future Meetings

2nd June, 4th August, 6th October, 1st December