

# HARDWICKE HOUSE GROUP PRACTICE

## PATIENT PARTNERSHIP GROUP

### MINUTES OF THE MEETING – 5<sup>th</sup> August 2016

#### Attendees

NAME	REPRESENTATION	ATTENDANCE	APOLOGIES
John Swan (JW) Chair	Patient - Clare	X	
Sylvia Bambridge (SB) Vice Chair	Patient – Hardwicke House	X	
Phil Worsley (PW) Secretary	Patient – Hardwicke House	X	
Roland Bareham	Patient		
Barbara Hamblett	Patient		X
Mick Cornish (MC)	Patient – Great Cornard	X	
Dianne Middlemiss	Patient		X
Tanya Millar	Patient		
Valerie Burrows	Patient		X
Margaret Carpenter (MC)	Patient – Bures		X
Nicki Garrard (NG)	Patient – Great Cornard	X	
Sylvia Norton	Patient	X	
David Cripps (DC)	Practice Manager	X	
Denise Theobald	Minutes		
Dr Susmitha Pavuluri (SP)	GP		
Dr James Gilmour (JG)	GP		

#### 1.0 WELCOMES, INTRODUCTIONS AND APOLOGIES

Attendances and apologies as above.

#### 2.0 MINUTES OF THE LAST MEETING 3<sup>rd</sup> June 2016

##### Matters arising:

- **Pharmacy Opening Times** – DM has taken over this item and is pursuing Suffolk Free Press and EADT regarding the publishing of pharmacy opening times.  
**Action: DM**
- **Letter to Babergh Councillors re support for HH move** – Letter sent to Sudbury and Great Cornard Babergh Councillors, however, response disappointing. 3 councillors saying they could not comment as they were patients of the HH practice and had a non-pecuniary interest.
- **WS CCG Conference** – see item 3.2
- **HH PPG Promotion** – John Swan has made no contact to date with Isobel Cockayne, Communications Officer, WS CCG, for PPG promotional ideas.
- **Waitrose** – John Swan has made no contact to date with Waitrose to discuss promotion of HHGP PPG.

#### 3.0 UPDATES

##### 3.1 Hardwicke House Group Practice (HHGP)

- **New Premises** – No progress with proposal for a new Surgery to be built on part of the Kingfisher Car Park due to unwillingness of BDC to sell land at rear of Railway Station. Alternate sites now being pursued. [DC said that Belle Vue House might come back into consideration if a move to “list” Belle Vue House was successful and Premier Inn pulled out of the deal.](#) [DC said a number of properties were being looked at.](#) [MC suggested Victoria Hall / The old Conservative Club and the old Coop.](#)
- **Flu Clinics HHGP:** Saturday 24<sup>th</sup> September 2016 and Saturday 8<sup>th</sup> October 2016.  
**Action: Next Newsletter to be produced before flu clinics for distribution. Contribution requested from all.**
- **Lymphoedema contracts coming to an end.**  
DC reported the Lymphoedema contracts were coming to an end. PW said he had some

understanding of the situation, he understood the 2 existing service providers were withdrawing their services, however he understood the WS CCG still had an obligation to provide a Lymphoedema service and patients should not be put off seeking treatment.

- **Information Sharing** – DC felt it would be useful to publicise the good work done by the HHGP and WSH in the press. The group agreed this was a good idea and would also provide an opportunity to promote the group.

**Action:** DC to talk to Dermot O’Riordan, WSH.

- **Staff**

DC Retirement – DC said he was now working part-time.

Dr Ruddock on maternity leave

Dr Fitzpatrick on paternity leave.

Dr Jetha returning part time.

Other Drs increasing cover

### 3.2 West Suffolk Clinical Commissioning Group (WS CCG)

- **Patient Choice** – It was suggested that with the financial pressures the WS CCG was facing there will be pressure to limit patient choice, as it was more cost effective to refer patients to local services where block contracts were in place. Should this issue be discussed at a future WS CCG governor’s meetings it would be useful for a representative from the HH PPG to attend.

- **WS CCG Conference** – Tanya Millar agreed to report on the conference but was unable to attend the meeting to present her report due to being on holiday.

SB reported that 5 PPG members attended the conference (SB, SN, Mick C, Margaret C and TM) a number of Sudbury issues had been raised and discussed. A conference report had been issued by the WS CCG and distributed to all attendees. The report contained all the issues discussed with individual comments. Copy attached.

**Action:** TM to distribute her report to members.

### 3.0 PROGRESS UPDATE PP AIMS & ACTIONS

- **Phlebotomy** – PW said that now there were 3 phlebotomists in post and with patients becoming familiar with the new booking system the service had improved significantly. The 9-day delay for pre-booked appointments was now down to 1 day, Pre-booked appointments were on time, and drop in patients were having to wait less than 30 minutes for an appointment.

PW said we needed to keep an eye on the situation to ensure these improvements were maintained. PW said that after taking no initial interest in the phlebotomy issues Healthwatch finally sprang into life, but only after the issues had already been resolved !!

- **Newsletter** – Latest issue distributed too Upbeat and neighbours of SB.

**Action** - All members to distribute to organisations they are affiliated with/neighbours at next issue where possible.

- **Group Promotion**

PPG members to distribute Newsletter at Flue Clinics in Sept / Oct. SB agreed to draw up a rota.

**Action** - SB.

JS to contact Isobel Cockayne and Waitrose.

**Action JS**

- **DVT Stockings:** Item deferred to next meeting as TM not in attendance.

- **Support Groups in Sudbury Area:** - No updates.

PW said this item on the agenda was not just for updating members on what was happening with support groups in Sudbury, but also what were we doing as a group to raise HH patient’s awareness of support groups in Sudbury. Some time ago we talked about posting information on reception noticeboards about local support groups and national awareness days. This project did not get off the ground. DC said there was a difficulty about allocating noticeboard space in all the surgery receptions, however, with the removal of the AMSTRAD information screen he was prepared to look at providing a notice board for the use of the PPG. This proposal was welcomed by all.

**Action:** DC to look a provision of PPG notice board

- **Transport** – DM to research and to present at October meeting.

#### **5.0 PATIENT EXPERIENCES**

**WSH Anti-Coagulation Help Line** – PW said he had received a response to the formal complaint he had made to the WSH about difficulties experienced contacting the WSH Anti-Coagulation Help Line. PW said he had received a positive response from the WSH, which acknowledged the problem and identified the steps they were taking to improve the service. Copy of letter attached.

#### **6.0 AGENDA FOR NEXT MEETING**

- DVT Stockings
- Next Newsletter.

#### **7.0 AOB**

No issues

#### **8.0 Future Meetings**

7<sup>th</sup> October 2016

2<sup>nd</sup> December 2016