

# HARDWICKE HOUSE GROUP PRACTICE

## PATIENT REFERENCE GROUP

### MINUTES OF THE MEETING – 5<sup>th</sup> December 2014 (AGM)

#### Attendees

NAME	REPRESENTATION	ATTENDANCE	APOLOGIES
John Swan (JW) Interim Chair	Patient - Clare	x	
Margaret Carpenter (MC)	Patient – Bures		x
Nicki Garrard (NG)	Patient – Great Cornard		x
Phil Worsley (PW)	Patient – Hardwicke House	x	
Sylvia Bambridge (SB)	Patient – Hardwicke House	x	
Mick Cornish (MC)	Patient – Great Cornard		
Margaret Tracey	Patient		
Valerie Burrows	Patient	x	
Barbara Hamblett	Patient	x	
Olive Gardiner	Patient		x
David Cripps (DC)	Practice Manager	x	
Denise Theobald	Minutes	x	
Dr Susmitha Pavuluri (SP)	GP	x	
Dr James Gilmour (JG)	GP		x

#### 1.0 WELCOMES, INTRODUCTIONS AND APOLOGIES

Attendances and apologies as above. Three new Group members - welcome to Valerie, Barbara and apologies from Olive.

#### 2.0 MINUTES OF THE LAST MEETING 3<sup>RD</sup> October 2014

##### Actions:

**Flu Clinic** - Handed out 1000 leaflets promoting Group – commented that Clinics were brilliantly organised.

**Healthwatch** - CEO e-mailed – still no response.

#### 3.0 UPDATES

##### 3.1 Hardwicke House Practice (HHP)

**Staffing** - Doctor due to go on Maternity Leave – Practice recruiting to cover and plan for future Six new members of staff in last month – lots of training being undertaken

**Flu injections** – 2059 vaccinations given over both Flu Clinics – 4809 vaccinations given to date. Take up rate of 65.75% for over 65's

**CQC** – Report received showing Band 1 Risk across three areas:

1. Patient confidentiality in Reception at HWH
2. Take up rate of flu injections for over 65's (based on 2013 figures)
3. Proportion of respondents to survey who stated involvement in decisions/treating with care who were unhappy with service

**Sudbury Health Centre** Open Day 20<sup>th</sup> December. Opens January 2015.

Health Visitors moving from Meadow Lane to new premises

**HH / ML Premises** – Plans are being resurrected that HH and ML might be able to move premises, early days – not for public knowledge

**Monthly MDT meetings** – switched monthly between Palliative care / at risk patients – risk tool used to assess on monthly basis, used as a prevention for hospital admission.

**Letters to over 75's** – commented that not all patients over 75 received these letters.

**ACTION:** DC to provide copy of over 75's letter to PW.

**ACTION:** PW to provide list of local candidates standing for election next year to DC.

### 3.2 CLINICAL COMMISSIONING

**WSCCG** - Heading towards deficit of £1.5 million – may need to eat into contingency fund which will then carry forward to next year, however CCG have put plans in place to reduce this where possible.

**Contracts** - Promises from Government – no details received yet on how this will be spent

**CCG** - Possible co-commissioning being looked into as NHS England currently hold all GP contracts - all 25 Practices will be asked their views on three options available on which final decision will be based: (a) Stay the same (b) Co-commissioning (c) CCG take on all responsibility

### 4.0 AGM

**CHAIRS REPORT** - Looking for stable committee to support Practice to help in whatever way they can with a need to be more pro-active.

**ELECTION OF OFFICERS** - JS re-elected as Chair and PW re-elected as Secretary

**CHANGE OF NAME** - PRG re-named to Patient Partnership (PP)

### 5.0 TASKS/AIMS/ACTIONS FOR 2015

**NHS CHANGES – HOW CAN WE HELP?** - Look into how services can be changed at any level and influence commissioning – possibly hold Public Meeting and invite political candidates to engage their support.

**ACTION:** JS/PW&SB to arrange separate meeting with DC to see what they can do and thereby attend next meeting 6.2.15 with ideas ready to discuss.

**ANNUAL PATIENT SURVEY** – To be carried out, but to be made shorter and more pertinent bearing in mind we also have F&FT in place – suggested PP members could help patients with completion of surveys if needed as this would also promote PP at the same time – survey to be re-vamped and e-mailed to group.

**PROMOTIONAL LEAFLET** – Waitrose unable to help with distribution – leaflets to go in each reception and further thought on other avenues of distribution.

GP's to be encouraged to promote group.

**ACTION:** JS to get quote for 15,000 leaflets – costs to DC to look at funding

**PATIENT NEWSLETTER** – Separate meeting to be organised – DC to be liaised with over printing costs

**PRACTICE RECEPTION DISPLAYS** – No report as NG unable to attend meeting.

**ACTION:** PW to contact NG. Nikki at HWH will contact NG if no contact by mid-January 2015

### 6.0 AGENDA FOR NEXT MEETING

**PRESCRIPTIONS WASTE** – PP to take action on how to reduce wastage – speak to CCG with possibility of representative being present at next meeting.

**ACTION:** PW to liaise with DC to arrange.

### 7.0 AOB

**HWH WEBSITE** Commented that Website does not appear fully up to date – passed to IT Team to investigate (if specific area has been identified please advise DC)

**RELATIONSHIP WITH HOSPITALS – CAN PP HELP PRACTICE WITH HOSPITAL RELATIONS?**

Growing concerns over numerous hospital appointments being cancelled and moved due to “unforeseen circumstances”.

**ACTION:** Letter to be sent to WSH with copy to Healthwatch stating concerns – aide memoire to come forward from SB who has personal experience with this. **Done copy attached**

**AGENDA/LITERATURE FOR PP MEETINGS** – PW requested that all literature sent out prior to meeting is read by members as this helps to ensure time keepings are maintained.

### 8.0 DATES OF NEXT MEETINGS

6<sup>th</sup> February 2015

5<sup>th</sup> June 2015

2<sup>nd</sup> October 2015

3<sup>rd</sup> April 2015

7<sup>th</sup> August 2015

4<sup>th</sup> December 2015 AGM