

Hardwicke House Group Partnership

Patient Partnership Group

Minutes of Meeting – 9th December 2016

NAME	REPRESENTATION	ATTENDANCE	APOLOGIES
John Swan (JW) Chair	Patient - Clare	X	
Sylvia Bambridge (SB) Vice-Chair	Patient – Hardwicke House	X	
David Cripps (DC)	Practice Manager	X	
Phil Worsley (PW) Secretary	Patient – Hardwicke House	X	
Dr Susmitha Pavuluri (SP)	GP		X
Dr James Gilmour (JG)	GP	Part	
Margaret Carpenter (MC)	Patient – Bures	X	
Richard Snelling	Patient – Bures	X	
Nicki Garrard (NG)	Patient – Great Cornard		X
Mick Cornish (MCo)	Patient – Great Cornard	X	
Valerie Burrows (VB)	Patient		X
Barbara Hamblett (BH)	Patient	V	
Sylvia Norton (SN)	Patient	X	
Tanya Millar(TM)	Patient		X
Dianne Middlemiss(DM)	Patient	X	
Denise Theobald(DT)	Minutes		X
Kate Baker(KB)	Patient – Bures		X
Michael Baker(MB)	Patient – Bures		X

1.0 WELCOMES, INTRODUCTIONS AND APOLOGIES

Attendances and apologies as above.

Richard Snelling from Bures welcomed to the Group.

PW distributed an email from Kate Baker who was unable to attend due to her husband's ill health.

2.0 MINUTES OF THE LAST MEETING – 7th October 2016

Everyone happy with the minutes of the last meeting.

3.0 UPDATES

3.1 Hardwicke House

- DC reported that considerable problems were being experienced with an IT update which should have taken 2 weeks and is still in progress 10 months later. Drs are losing access to PCs and equipment such as ECGs are not linking with the IT system. IT update due for completion next week. WS CCG have taken over responsibility for GP IT systems from GPs.
- Outbreak of sickness was affecting practice staff and making it very difficult to maintain a service. DC said this was particularly difficult as the Hardwicke House practice covered 5 sites making cover difficult.
- The number of patients attending flu clinics has dropped again this year, principally due to Pharmacists "cheery picking" patients. GPs have to check all eligible patients have been offered flu jab, however, pharmacists do not always pass this information onto the Practice.
- The search for new premises continues. JG said the WS CCG was considering offering space on the Sudbury Health Centre site. Whilst this may not be ideal, it had to be accepted that the present premises were not fit for purpose, and difficulty was being experienced finding suitable premises / sites closer to the town centre. PW thanked JG and DC on behalf of HH patients for the hard work they had put in seeking new premises.
- DC said there had been a successful CQC inspection and the practice had been rated "Good". DC thanked 3 PPG members who gave up their time to be interviewed by CQC inspectors. Link for CQC inspection <http://www.cqc.org.uk/location/1-542771554>.

3.2 West Suffolk Clinical Commissioning Group

- **STPs (Sustainability and Transformation Plans)** - 4 areas in England have been tasked by NHS England to produce a sustainability and transformation plan (STP), showing how local services will work together to improve the quality of care, their population's health and wellbeing and bridge the gaps in finances. Our local STP comprises the West Suffolk, East Suffolk and Ipswich and North East Essex CCGs. There will be joint Health and Social Services budgets. More details to be made available in April 2017.
- **WS Suffolk GPs** – 14 small West Suffolk practices have joined together into a partnership to improve the way in which they deliver care and reduce costs.

4.0 PPG AIMS & ACTIONS - PROGRESS UPDATE

NAPP – No feedback from TM PPG NAPP lead.

WS PPGs – The WS CCG is looking a ways in which it can help PPGs and is planning a training day for WS PPGs. It invited representatives from the HH PPG to a meeting in Bury St Edmunds on 7th December to discuss the format of the training day. SB and PW attended. It is planned to hold a half day training day in April 2017, with the aim of encouraging and supporting the establishment of PPGs in all GP practices, and share good practice.

Some groups were “virtual” groups. Whilst it was thought the ideal solution was “face to face” groups, it was felt “virtual” contact was a useful 2nd layer and could enable those who were unable to attend meetings due to work, child care, schooling or disability to contribute.

Action: PW to contact Isabel Cockayne to attend a meeting to talk about how social media could be used to enable the group to communicate with a wider audience.

DVT Stockings – No update on this item from TM. This item to be removed from agenda.

Pharmacy Press Information – DM working with Sudbury Free Press to get Xmas / New Year pharmacy opening times in the papers (see attached).

Transport – DM reported she had updated her transport list (see attached).

MC confirmed that Go Start does cover Bures.

DM distributed new bus timetables from Chambers.

DM said she understood that long term patients at the West Suffolk Hospital could obtain parking concessions. DM said she was willing to investigate further.

Action: DM to investigate parking concessions at the WSH.

Sudbury Watch / Connect Sudbury / Hive - Rumours that Connect Sudbury was dead, appear to have been a bit premature. PW said he was a member of Sudbury Hive “a group of established local voluntary organisations, with a wealth of experience and expertise, working together to provide support, training opportunities, services and advice to vulnerable individuals within our community”. At a recent Hive meeting, Clare Flewin, Suffolk CC, said it was recognised little had been done to involve the voluntary sector in the Connect project, therefore, it was planned to hold a number of monthly meetings with a guest speaker in the new year, specifically aimed at the voluntary sector.

Newsletter – Next edition due in March. PW asked all members to suggest and if possible write articles. Suggestions;

- Practice Issues; Prepare for holiday vaccinations.
Promotion of “on line” appointments.
SMS messaging
- Pharmacists – Treatment of minor conditions (DM).
- Clare (JS).
- Support Groups – Mental Health and Suicide.
- Healthy Living / Weight Loss / Exercise

PPG Notice Boards – Boards now fitted in HH and ML surgeries. PW said he had been in contact with TM and member's views were sought on items for the boards. PW prepared a number of items for comment. It was suggested items should be laminated to give a more professional look. DM said she was happy to assist TM with the notice boards.

Action: PW to laminate items for boards and give to TM to arrange. TM to have final choice of what goes on the boards.

PPG membership – There was a discussion on how the group could attract more members, especially younger members. Areas to review;

- Social Media,
- Schools
- NCT (National Child Birth Trust)
- Churches together in Sudbury.

Action: PW to draft invitation

5.0 PATIENT EXPERIENCES

- SB – Upbeat member said they had been very pleased with Hardwicke House staff.
- WS – Had a health issue at beginning of year. Treatment at WSH very good.
- PW – Has sent another complaint letter to the WSH regarding difficulty getting through to the anti-coagulation Help Line.
- JS – Poor service from Hearing Aid service, had to wait 3 months for an appointment.
- MC said his wife had been for a check up and was unable to find out the contents of her consultants letter as her doctor was on holiday. DC said it should not have happened as all GPs had “buddies” who covered their duties when they were not available.

6.0 AGENDA FOR NEXT MEETING

- AGM
- Invite Isabel Cockayne to talk about how our PPG could use Social media.

7.0 AOB

- DM queried about what is classed as formal identity re HIE (Health Information Exchange).

Action: DC to find out.

8.0 FUTURE MEETINGS

3rd February 2017

7th April 2017

2nd June 2017

4th August 2017

6th October 2017

1st December 2017