

HARDWICKE HOUSE GROUP PRACTICE PATIENT PARTNERSHIP

MINUTES OF MEETING – Friday 1st December 2017

NAME	REPRESENTATION	ATTENDANCE	APOLOGIES
Sylvia Bambridge (SB) Chair	Patient – Hardwicke House	X	
Dianne Middlemiss(DM) V. Chair	Patient – Hardwicke House		X
Phil Worsley (PW) Secretary	Patient – Hardwicke House	X	
Ruth Worsley(RW) 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	X	
William Snelling (WS)	Patient Bures	X	
Sylvia Norton (SN)	Patient – Hardwicke House	X	
Pam White (PW)	Chair - Great Cornard PC		
Norman Hume (NH)	Patient – Hardwicke	X	
Lisa King (LK)	Patient – Hardwicke	X	
Tanya Millar(TM)	Patient – Hardwicke	X	
Eric Catton (EC)	Patient – Clare	X	
Christine Marshall	WS CCG CEG	Part	

1.0 Welcomes Introductions and Apologies

Welcome – Sylvia Bambridge (Chair) welcomed members, Julie Irving, WS CCG Information Sharing Program Manager, Christine Marshall, WS CCG Community Engagement Group Member, Ruth Worsley, stand in Minute taker and Eric Catton, new group member from Clare. Apologies received from David Cripps and Diane Middlemiss.

1.1 **Guest speaker - Julie Irving, Information Sharing Programme Manager**

Julie spoke about the West Suffolk Clinical Commissioning Group's (WS CCG) Information Sharing Campaign. Currently 30% of Suffolk's population of 650,000 has been asked to give consent to their medical records being shared., up from 10 % 1 year ago. Consent enables clinicians to gain access to patient's records. If a patient is unconscious a clinician can override an access decision. JI said a form was available for patients to complete, however, DC was producing his own for the HH practice. DC planned to start a campaign to encourage HH patients to sign up in Spring 2018, and the group had agreed to assist. All new patients no receive a form in their new patient pack and asked to give their consent.

Patients can access their own records, but will be unable to see any of the "free" text areas.

SB thanked JI for talking to the group.

2.0 GP Update

See item 4.

3.0 Minutes of last meeting and matters arising – action log

WSH Dementia Awareness Maggie Woodhouse has provided a dementia awareness crib sheet (attached).

Methotrexate - PW said he had received a response to his letter to Linda Lord, WS CCG Chief Pharmacist, which indicated discussions were on going, but gave no time scale for resolution. There was disappointment at the lack of action on this issue, and a feeling a stronger line needed to be taken, however, PW felt it was important to continue communication with Linda Lord.

TM to enquire as to whether the National Association of Patient Participation Groups (NAPP) had any information on the issue.

Action 1 PW to reply write to Linda Lord

Action 2 TM to contact NAPP

Young PPG members - PW said he wrote to the Principle of Ormiston Academy on 21st November but had not received a reply.

Appointments – There was still a lot of confusion around the appointment system. It was pointed out by **who ?** that patients could have telephone consultations with GPs.

New Telephone System – DC had asked for PPG members input into the new HH telephone system. Diane, Margaret, and Tanya volunteered to assist. It was suggested a “flow chart” would be of help

HH Web Site – PW reported that the PPG pages on the web site were all up to date. DC had indicated to SB that GPs special interests would be provided on their profiles. Members also discussed the merits of GPs photos being on their profiles - motion proposed by LK, seconded by TM and carried unanimously.

Patient Experience – SB said she did take up the issue of the WSH Locum Cardiologist not being able to issue a blood test form with PALs, however, she felt their response did not address the issue. However, she did not intend pursuing the matter.

4.0 Hardwicke House Group Practice

Due to illness DC was unable to attend the meeting, however JG was able to provide the following updates.

- **Practice Must Dos** – Identify patients over 65 who have moderate to severe frailty. This will be approx. 500 – 600 patients and targeted for June 2018.
- **Care Navigator** – 2 staff members are going on a course to see how the system will operate.
- **DNAs (did not attend)** – HH did have a policy but this was not in writing. DC had given SB web links to GP practices with written policies. SB thought it would be good for the HH GP to have a written policy (sample policy attached).
It was felt some DNAs arose from patients forgetting to cancel appointments, particularly those made several days in advance. PW felt there should be a drive to encourage patients to register for appointment reminders via text.
JG said he encounters on average 1 DNA per day.
- **Electronic Prescription Service** – Due to start in January 2018
- **Search for new premises** – No further progress. Positive discussions with new people at Babergh, but no progress. No information passed on from previous Babergh contacts. Belle Vue not an option, no provision in Boreham Gate development, Delphi site too far out of town, old Post Office too small.
- **Flu’ Campaign** – Going well, staff now chasing up patients who have not taken up flu’ injection.
- **Switching GPs** – PW said he had heard that a Siam surgery patient had wanted to change to Hardwicke House but been told they couldn’t as they already had a GP. JG said this was incorrect and it was a matter of “Patient Choice”.

5.0 Progress Update PP aims and actions:

5.1 Meeting Date / Time - PW had asked a number of members for their meeting day / time preference and no clear “winner” was emerging. PW to seek preferences of remaining members to try resolve before the start of 2018.

Action PW to finalise list of meeting preferences and agree 2018 meeting dates / times with DC / SB.

5.2 2017 Patient Satisfaction Survey – PW said he had compared the results of this year’s survey with the results of previous surveys and “traffic lighted” changes (attached). He felt there were 4 clear areas for the PPG to look at;

- How can the PPG raise awareness of the importance of carers registering with their GP and Suffolk Family Carers ? What are the benefits of a carer registering with their GP ?
- How can we encourage more patients to use the HH web site and book appointments on line ?
- How can we increase the awareness of how patients can register a concern or even praise about service ?
- Still lack of knowledge about PPG despite newsletter and flu’ clinic promotion. What else can we do ?

5.3 NAPP TM said there was a conference in London about Continuing Care. TM not able to attend but would distribute notes when received.

5.4 PPG Notice Boards TM reported the notice boards were regularly updated to keep them “fresh”, Current information included Making Appointments, Transport, WSH Parking, and My Special Friends.

In January it is planned to put up information about Patient Consent / Care Decisions.

5.5 Pharmacy Info. - Diane reported Pharmacy opening times were now printed in the Suffolk Free Press (SFP) every week. She would let the SFP what the Christmas / New Year opening times would be.

It was said that Lloyds were closing several of their pharmacies, but their branch in North Street was not on the list.

Action DM: Obtain Christmas / New Year opening times info. From Pharmacies for SFP.

Post Meeting Note: Completed see email to group members dated 12/12 /17.

5.6 Newsletter (Jan 2018) - PW asked members for ideas for the next newsletter

- TM – SFC how to register. Definition of what is a carer, carers benefits / allowances.
- Use your pharmacist for advice. Prescriptions ?
- Text appointment reminders.

5.7 HH Website – Members’ Profiles and GP Specialisms.

Covered under matter arising item 3.0 above

5.8 Sudbury Area Support Groups

- **Breathe Easy** – NH said they had 4 new members. People find out about the group from the British Lung Foundation.
- **Upbeat** - SB handed out to members copies of their Autumn magazine. She reported increased membership since moving to Long Melford. Members attend for rehab and exercises.
- **Sudbury Area Cancer Support Group** – PW gave information about its monthly evening meeting, its monthly Café Club at the Loft restaurant and weekly Cancer Rehab exercise group. He said there were not many new referrals, and it was very difficult to get the message out.

PW said that DC had expressed willingness to put a list of Support Groups onto the HH web site if we could compile it.

5.9 PPG Networking

SB said the group had been trying to liase with other PPGs in West Suffolk, but the WS CCG was being less than helpful in providing details of PPG contacts to enable networking. It was felt we should try to establish our own list of contacts.

CM said we had an excellent PPG and had been well represented at the WS CCG PPG workshops. She said she wanted to be a bridge between our PPG and CEG, so she can take issues to the CEG and report as necessary.

CM said she seen the practice manager at Glemsford and found they had did not have a PPG, but was told if she wanted to set one up she could. CM said she did not have time to do this.

CM said she was disappointed that she had asked PW for information about the HH PPG and that the response had not provided any of the facts she had requested. PW said his reply (attached) had pointed out that all the information she required was in the notes of the 3 PPG Workshop HH PPG members attended, which she had access to. He also pointed out that all the group’s policies and meeting minutes were posted on the Hardwicke House web site, which she could access.

SB said the HH PPG had put forward 2 members to join the WS CCG CEG, but told “*that’s not how it works !!*”

CM did not appear to be able to any provide the group with any benefit of her being able to act as a bridge between the WS CCG CEG and our group and left the meeting.

6.0 Patient experiences

Eric Catton - needed to know how the HH practice works and how Clare can be part of that. He said he had been for a blood test at Clare, and told he needed another appointment for a flu’ injection. Was this because there had to be GP on site – if that is the case how can the Clare pharmacy carry out flu’ injections ?

Action DC – Clarification requested.

Norman Hume – spoke of problems with Papworth Hospital obtaining blood test results. Local GP surgeries send blood tests to the WSH for analysis and not to Papworth. NH said a blood test taken at the SHC should have gone to Papworth but wasn’t received. Also, problems with obtaining sample bottles. SB said sample bottles can be obtained from Hardwicke House.

Action: SB to discuss with DC

Margaret Carpenter – copy letters from hospital inaccurate. – patient advised they could take folic acid 6 days per week, but letter stated 6 times per day !!. Letters patchy and should be sent to GPs.

Action: MC to take up with hospital

Lisa King – told to get an emergency appointment. Surgery had not recorded her new address, and she was concerned that if the GPs record did not match that on her pre-payment corticate she risked being fined.

Phil Worsley – said he had noted there were problems again with the phlebotomy service at the SHC. He had noted that when booking on line the first available appointments were over a week away. He has also noted that only 2 phlebotomists were on duty.

Action: PW to write to WS CCG.

7.0 Agenda for next meeting

DNAs,

Blood tests,

Care Negotiator - receptionists screening patients.

Survey results: to identify key issues/action log.

Mothers & babies (baby clinic).

Sudbury Health Centre

8.0 AOB

Sudbury Health Centre (SHC) – TM has been trying to find out about services provided there.

- No web site, however, contact information can be found on the WS CCG web site.
- In April 2015 the WS CCG produced a Health Services in Sudbury and Great Cornard Directory, however, this could do with updating.
- Patients get confused as to where they should book in, often going to the phlebotomy check in console. A sign has now been posted on the phlebotomy console “Blood Tests Only”

SB enquired as what the SHC was used for at weekends ?

9.0 Future meetings

Friday 2nd February 2018, 1.30 pm, Hardwicke House Meeting Room.