

# HARDWICKE HOUSE GROUP PRACTICE

## PATIENT PARTNERSHIP

### MINUTES OF AGM MEETING – 5<sup>th</sup> February 2016

NAME	REPRESENTATION	ATTENDANCE	APOLOGIES
John Swan (JW) Chair	Patient - Clare	X	
Sandra King	Minutes		X
David Cripps (DC)	Practice Manager	X	
Dr Susmitha Pavuluri (SP)	GP		X
Dr James Gilmour (JG)	GP		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 (MCo)	Patient – Great Cornard	X	
Valerie Burrows (VB)	Patient	X	
Barbara Hamblett (BH)	Patient	X	
Roland Bareham (RB)	Patient		X
Sylvia Norton (SN)	Patient	X	
John Philip	Go Start		X
Dianne Middlemiss	Patient	X	

#### 1.0 Welcomes, Introductions and Apologies

Attendances and apologies as above.

#### 2.0 Minutes of last meeting 23<sup>rd</sup> October 2015

Everyone happy with the minutes of the last meeting.

#### 3.0 Annual General Meeting

##### 3.1 Chair's Report

JS gave a brief report saying the only activity the group had carried out in 2015 was the distribution of leaflets at the flu clinics. SB pointed out this was not correct and we had produced 2 editions of a PPG newsletter. We had also had good meetings, which had been well attended.

##### 3.2 Appointment of Officers

**Chair** – MCo nominated JS and he was unanimously elected chair.

**Secretary** – JS said PW had done a good job as secretary. PW said that due to heavy commitments with the Sudbury Area Cancer Support Group he was reluctant to carry on as secretary. However, MCo nominated him and he was unanimously elected.

PW said he got frustrated that he received very few responses to emails he sent out. He asked that even if group members agreed with a proposal being made they should respond even if only to say "I agree". Members agreed to be more proactive.

**Vice Chair** – PW said it was important the group had a Vice Chair and nominated SB. SB was reluctant to take on the role due to other commitments she had but agreed on the basis that she would not be able to take on a future chair role. SB was unanimously elected.

#### 4.0 Updates

##### 4.1 Hardwicke House Practice

- **IT problems** with pathology system were causing huge workload problems for the practice. Duplicate records were being issued, each one having to be carefully checked to ensure nothing was overlooked. DC said he had reported the issue as a "Serious Incident" but this had been downgraded to. Corrupt directory on the IT system causing problems.
- **2015 Flu Campaign** – Not as effective due to ineffective campaign and pharmacies "Cherry Picking" patients.

- **Named GP working with Care Homes** – aimed at reducing admissions to hospital. DC said with one care home hospital admissions had been reduced from 11 to 1.  
**Action** DC to forward to members a copy of the report on Care Homes  
**Post meeting Note:** WS CCG has won a national award for the work it has done with reducing admissions to hospitals from Care Homes.
- **Dr Jenkins** back following maternity leave.
- **Dr Aggrey** has reduced his hours.
- **Belle Vue** – Delay in announcing preferred bidder due to a legal challenge that if there is a community bid it must be given due consideration.
- **Bure Surgery Refurbishment** – Space being reconfigured. MC raised the issue of poor soundproofing between the consulting room and waiting room. DC indicated this would be improved during the work.
- **Clare Surgery Refurbishment** – This work to follow on from Bures.
- **CQC Inspection** – An inspection would be carried before September. DC said the inspection format would be changing.
- **Friends and Family Survey** - DC said the F&F survey indicated 80% of patients had a positive experience of the practice.
- **Complaints** - DM asked DC how many complaints the practice received. DC said 1 per 1,000 patients, he said complaints in writing were preferred as these were easier to deal with.
- **Patients Survey** – PW said he had sent out a copy of a previous survey for comments and had a poor response. He asked if members could feedback their comments within the next week. He suggested that group members could help patients in surgery waiting rooms to complete the survey. DC agreed with this suggestion and PW asked members to let him know about their availability.
- **Double Appointments** – MC said she had asked for a double appointment and been told “no” DC said patients could request double appointments and he would follow this up.  
**Action DC** – To follow up issue of double appointments.
- **Sexual Health** – Since Sexual Health had moved to Meadow Lane there has been a 3-fold increase in access.

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

- **Finances** – In balance, but had to raid contingency.

#### 5.0 Progress Update Patient Partnership Aims and Actions

##### 5.1 Newsletter – 2nd edition produced just before Christmas and well received.

PW asked for suggestions for the next edition for issue around April.

Suggestion made;

- |                                      |         |
|--------------------------------------|---------|
| • Sexual Health                      | DC      |
| • Care Homes                         | DC      |
| • Hearing Aid Battery Service        | BH / PW |
| • Belle Vue House update             | DC      |
| • GP Surgery refurb                  | DC      |
| • GP Update                          | DC      |
| • Sudbury Health Centre appointments | PW/BH   |
| • Patient access to their records    | DC      |
| • Patient Survey                     | PW      |

##### 5.2 Support Groups

- **Cardiac Group** – SB said Cardiac Services could not get into the Sudbury Health Centre. ????
- **Hearing Aid Clinic** – BH said that there was free hearing aid battery service at the Sudbury Library.  
**Action:** BH to supply PW with the details.
- **Macmillan Community Cancer Nurse Project.** – PW said the 2-year pilot project was not continuing after the end of March as the WS CCG was unwilling to take over the funding of the scheme as the project had not been able to prove its cost effectiveness.

## 6.0 Patient Experiences

**Dr Ruddock** - PW said that he had received good reports about Dr Ruddock from a patient who attend the Sudbury Area Cancer Support Group. She said she really took time to understand the patient's issues. MCo also said he had received good reports from his wife about Dr Ruddock.

### **Non GP Contract Items**

SB enquired as to what services were outside the GPs contract. DC listed the following;

- Travel – some items on the contract, some out
- Insurance, Mortgage and Licencing reports not in the contract
- None GMS services.

### **Sudbury Health Centre (SHC) Appointments**

BH said a friend had been given 3 appointments at the WSH which she thought could have been dealt with at the SHC. BH rang the hospital on behalf of her friend and was able to change the appointments to the SHC. There was a discussion and it appeared this was not an isolated incident and the WSH was not being proactive giving patients in the Sudbury area appointments at the SHC.

**Post Meeting Note – PW raised this issue at the WSH CQC inspection meeting (no names given)**

### **Escalation of Issues**

There was a suggestion that the group should be more proactive and involve the press / Healthwatch etc. to get issues highlighted / resolved.

### **On Line Prescriptions**

PW said he was pleased with the changes made to the on line prescription facility. He said that the last he used the "text" was already there and all he had to do was to "click" on it to bring it up. This saved a lot of typing.

**Post Meeting Note: When PW demonstrated the changes to his wife in the evening the "auto text" had stopped working -It now appears to be working again !!!**

## 7.0 Agenda for Next Meeting

Patient Survey Update

Data share demo.

## 8.0 AOB

### **PPG "Executive"**

JS felt the group was not active enough and that there should be a meeting of the "executive" group (JS, SB, BM, PW) before the next meeting to look at issues the group could address. PW said he did not have time for another meeting, but agreed to arriving at the next meeting 30 mins early for a discussion.

**Action JS, SB, NG, PW to meet at 1pm on 1<sup>st</sup> April.**

**Post meeting Notere: PW took it on himself to invite BM as she had offered to help with the group.**

## 9.0 Dates of Next Meetings

1<sup>st</sup> April 2016

3<sup>rd</sup> June 2016

5<sup>th</sup> August 2016

7<sup>th</sup> October 2016

2<sup>nd</sup> December 2016