

HARDWICKE HOUSE GROUP PRACTICE

PATIENT PARTNERSHIP GROUP

MINUTES OF THE MEETING – 3rd June 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		x
Barbara Hamblett	Patient		x
Mick Cornish (MC)	Patient – Great Cornard	x	
Dianne Middlemiss	Patient	x	
Tanya Millar	Patient	x	
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	x	
Dr Susmitha Pavuluri (SP)	GP		x
Dr James Gilmour (JG)	GP		x

1.0 WELCOMES, INTRODUCTIONS AND APOLOGIES

Attendances and apologies as above.

2.0 MINUTES OF THE LAST MEETING ^{1st} April 2016

Matters arising: Omission from last minutes re opening hours for Pharmacies no longer printed in local newspapers for OOH and Bank Holidays. SB following up with Suffolk Free Press and East Anglian/Mercury – information can be gained from WSCCG – SB will report back.

Post meeting Note (PW): I can find no information on the WS CCG web site re pharmacy opening times. However, there is information on the NHS Choices website. “Google” NHS choices pharmacy opening hours

Question also raised to DC re impact of small Pharmacies closing – unsure of impact locally – HHGP operates Dispensaries, not Pharmacies.

3.0 UPDATES

3.1 Hardwicke House Group Practice (HHGP)

Vacancies –Several vacancies across Admin/Reception/Dispensary at present due to a variety of reasons including Retirement/Maternity Leave. Dispensaries under pressure at the moment as three new staff required plus we are re-structuring Admin Team and merging with another existing Team with a new Team Leader from 4th July.

Dr Sophie Ruddock is also due to go on Maternity Leave in August which will leave us “light” on GP’ s and looking to recruit another GP to “fill the gap”.

Bures – Refurbishment nearly completed, with GP Consulting Room still to be finished.

Clare –Refurbishment to take place next year.

New Premises – New submission being put forward for a new Surgery to be built on part of the Kingfisher Car Park. A bid has already been made on a piece of land at the Railway Station to reinstate lost car park spaces for the new build area. Approval also needs to be sought from BDC – it would be a 3-4 storey building on this site with improvements made to the current junction. HHGP bid being submitted today, agreement from BDC to be sought by the end of the month and NHS England will look at in July. Simon Barrett BDC and James Cartlidge MP both informed.

Action: PPG to give support by contacting local Councillors.

HHGP received thank you from WSH in their Newsletter re Health Information Exchange/sharing data.

Flu Clinics HHGP: Saturday 24th September 2016 and Saturday 8th October 2016.

Antibiotic Prescribing - Strong drive to reduce antibiotic prescribing – we are in top 20% - it will be harder in future to obtain antibiotics. The Group supported the Practice's intentions.

3.2 West Suffolk Clinical Commissioning Group (WS CCG)

CCGs Merging ? – WSCCG to join forces with Ipswich & East CCG and North East Essex CCG on a balanced budget to save money – they will move closer together over the next 2/3 years.

WSCCG Conference 29TH June 2016 – The Patient Revolution

SB co-ordinating representatives who can attend both afternoon and evening sessions.

A conference to allow patients to let them know what they want and what they expect – an excellent opportunity to raise information sharing.

Action: SB co-ordinating representatives who wish to attend.

TM to produce report.

New Chief Operating Officer, Kate Vaughton, will be joining CCG from North East Essex.

4.0 PROGRESS UPDATE PP AIMS & ACTIONS

HHGP Website – Ensure kept up to date with PPG items

Patient Survey – PPG Members felt it was a successful exercise by helping patients fill them out in the Surgeries. Thanks to SB for co-ordinating and agreed to be organised earlier for 2017.

224 completed which has gained awareness for group.

Only 31% of patients use Website.

Newsletter – Latest issue distributed to Upbeat and neighbours of SB. All members to distribute to Organisations they are affiliated with/neighbours at next issue where possible.

Group Promotion

How do we reach 23,000 patients and raise profile?

Action JS to contact Isabel Cockayne, WSCCG to talk about ideas around this and also to speak to Waitrose again re Newsletter distribution.

Phlebotomy: Three emails sent to Andrew Eley over past six weeks. Response from Lois Wreathall WS CCG only just received, not had time to digest and PW has agreed to study and copy other members in with findings. Consider escalating problem to NHS England and Local Councillors or at least copying in. We still have conflicting information re times for walk ins/booked appointments at Health Centre (**this is to be brought up at Patient Revolution Conference on 29th June**).

HHGP carry out around 200 blood tests per month across the 5 sites for Urgents only and for those patients who are unable to attend the Sudbury Health Centre.

Support for HHGP re NHS changes: CCG in deficit this year unless changes made which means “cuts” – need to save at least 8.5 million – expect changes ahead. Low priority procedures will be hard to get.

Support Groups in Sudbury area: UPBEAT moving from Delphi to The Old School, Long Melford first week in September.

DVT Stockings: TM asked if this could be deferred until next meeting to give her time to research.

Transport – DM to research and to present at October meeting

5.0 PATIENT EXPERIENCES

WSH Patient Discharge - VB gave example of a friend's experience on discharge from WSH which was inappropriate. Following a letter to Chief Executive to complain a reply was received saying “sorry” but none of the issues were addressed. Appointment given to discuss, which was a productive meeting, but Stephen Dunn unaware that original response had been sent although it had his name on it! Confirmed it was a “one off” problem and guaranteed that when patients are discharged with medications in the future they will be told of any interaction. No criticism was made

of actual care, just discharge process.

Action: to be brought up at Patient Revolution.

WSH Anti-Coagulation Help Line - PW said he had made a complaint to WSH as had telephoned Anti-coagulant clinic help line on 3 occasions over the past year and had been unable to get through despite trying 5 times on each occasion.
JS suggested case history be presented ?

6.0 Agenda for next meeting:

Phlebotomy

DVT Stockings

Patient Revolution

Next Newsletter

7.0 AOB

No issues

8.0 Future Meetings

5th August 2016

7th October 2016

2nd December 2016