

HARDWICKE HOUSE GROUP PRACTICE

PATIENT PARTNERSHIP

MINUTES OF MEETING – Friday 13th October 2017

NAME	REPRESENTATION	ATTENDANCE	APOLOGIES
Sylvia Bambridge (SB) Chair	Patient – Hardwicke House	X	
Dianne Middlemiss(DM) Vice Chair	Patient – Hardwicke House	X	
Phil Worsley (PW) Secretary	Patient – Hardwicke House	X	
Tanya Millar(TM) Minutes	Patient – Hardwicke House	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	
William Snelling (WS)	Patient Bures		X
Sylvia Norton (SN)	Patient – Hardwicke House		X
Pam White (PW)	Chair - Great Cornard PC		
Norman Hume	Patient – Hardwicke	X	
Lisa King	Patient – Hardwicke	X	

1.0 Welcomes Introductions and Apologies

Welcome – Sylvia Bambridge (Chair)

Attendees and apologies as above.

Valerie Burrows has resigned from the PPG. SB has written to thank her.

1.1 Guest speaker Maggie Woodhouse, Dementia Trainer/Practitioner from West Suffolk Hospital spoke about the dementia friendly initiatives the WSH has implemented.

- There is a drive to implement dementia friendly initiatives for staff training including greater communication skills for all staff.
- 25% of inpatients have dementia at the WSH.
- A blue flower is put over the beds of patients with dementia, trained dementia friendly staff also wear the blue flower badges.
- There are folders for information regarding patients – “Getting to know me” and “This is me” which are completed for staff information.
- Outpatient appointment times should be kept to time if carers have dementia patients to look after either at the hospital or at home.
- The hospital is decorating wards in a dementia friendly way to assist with finding the way around, using colours, pictures and signs.
- There is a memory walk in the hospital from 1950s to 1980s and some wards play music.
- Carers initiative – All Carers are issued with a Carers Pack providing information about local services and what they can expect from the WSH.
- Volunteers come into hospital to help where the staff haven’t got time to.
- MW brought samples of “Twiddle Muffs”, knitted dolls and bags. This was thought to be a great idea. (see attached)

Post Meeting Note: “muffs and blankets are a simple but effective way of keeping patients hands snug, warm and occupied while providing visual, tactile and sensory stimulation.”

- MW said that there should be an e-care option for dementia on the computer system but unfortunately there isn’t one yet.

Action: MW to write a crib sheet regarding WSH’s procedures for patients with dementia and their carers.

2.0 GP Update

Dr Pavuluri says the GPs are doing more memory testing. Diagnosis is becoming easier and they are being encouraged to diagnose but unfortunately there are limited resources in the clinics.

3.0 Minutes of last meeting and matters arising – action log

Phone system – DC has informed the company of his decision, with a starting date of February/March 2018. He is waiting to hear from their project manager about the menu listings.

Methotrexate – this has been ongoing for a year. PW suggests writing to Linda Lord for an end date or resolution. DC suggests approaching the governing body, Christopher Browning, or the local MP to bring it up in the House of Lords.

There were 3 cases brought up of patients living in Great Cornard.

- 1) Patient seen in WSH, has to collect prescription from WSH every 12 weeks.
- 2) Patient seen in the Norfolk & Norwich hospital, sent prescription by Secure post.
- 3) Patient seen in Addenbrooke's and the prescription sent to a local pharmacy

Would it be possible to standardise the quality of care?

Action: PW and SB to contact Linda Lord for a resolution date or name to take issue higher.

Young PPG members - MC contacted the Thomas Gainsborough School to encourage younger members into the PPG but hasn't heard back. She will contact the Head teacher Mr Wayne Lloyd.

Action: SB/PW to contact Ormiston Academy in Sudbury.

4.0 Hardwicke House Group Practice

- DC is retiring in November 2018.
- We are likely to lose the main respiratory nurse, Nurse Practitioner Glenda Cloake. There is a new member of the nursing team, Tracy Piper, who will be trained in a speciality. All seems to be working well within the nursing team.
- Dr Jenkins is due back from maternity leave early next year.
- DC is hoping to refurbish Clare Surgery next year.
- We are maintaining a patient list of over 23,000 patients.
- Flu clinic – levels of attendees almost the same as last year though there were no advertisements published in the local press. The PPG newsletter in August would have flu clinic information.
- WSCCG is in financial balance although the mental health service is in special measures.
- Pathology – GPs should be able to see results from Colchester, Ipswich, Addenbrooke's and Papworth on computer when it's up and running.

5.0 Progress Update PP aims and actions:

5.1 Meeting Date / Time it was agreed to look at changing the meeting day / times next year to increase membership. PW said a gentleman from Clare was interested in joining the group, but Friday was not an ideal day for him. DC indicated the Hardwicke House Meeting could be available for an early evening meeting.

Action: PW to come up with suggested meeting schedule.

5.2 2017 Patient Satisfaction Survey approximately 203 responded. There were no forms at Clare when PW visited on the Wednesday, though the courier service can be a little inconsistent time wise. DC reads the surveys and will act on them. There will be a big push for online appointment booking. PW asks whether information could be put up in surgery for patients regarding booking appointments and the logic behind the way appointments are set out and booked.

Action: DC to provide PW with brief explanation of appointment system.

5.3 NAPP TM has NAPP certificate. She will update Sudbury's details and will email. TM has also been invited to speak at WS PPG workshop about NAPP.

5.4 PPG Notice Boards Theme for the month is "Special Companions" regarding therapeutic wellness from pets.

5.5 Pharmacy Press Info & Transport The pharmacy late night opening times are still in the press. There is no change with transport. DM waiting for email from Jan Fleming regarding concessionary travel.

5.6 Newsletter Autumn newsletter issued.
Item for Winter Newsletter - article on text messaging/on line appointments.

5.7 HH Website – Members’ Profiles and GP Specialisms.

PW said he had lost a lot of emails when he changed email address and asked TM to resend her profile.

Action: TM to resend her profile to PW.

It was said that the HH web site no longer gave information about GP specialisms.

Action: GPs specialities, update requested from DC.

5.8 Sudbury Area Support Groups

Breathe Easy - NH said there were no new members, but group going well.

Stroke for Working People Group - LK said she runs a group in Bury St Edmunds for working age people who have had strokes.

Up Beat -Going well. SB plans to provide nurses/GPs with information relating to specialities so they could pass on to patients.

6.0 Patient experiences

Appointment Times - It has been noticed recently that some patients are coming to surgery at the wrong appointment times. Errors can occur when patients phone in for an appointment. Receptionists do write out appointment cards when the patients are there in person. The appointment information is always repeated to the patient on the phone.

Action: Promote on PPG Notice Boards and Newsletter text messaging reminders of appointment times PW / DM

Prescriptions – NH said some community pharmacies are taking a long time to issue prescriptions - Boots in particular. It was suggested that patients should be encouraged not leave ordering repeat prescriptions until the last minute.

Action: Article for winter newsletter PW.

Continuity of Care and Information sharing - MC spoke about a patient whose specialist put her on steroids, and then told by another one she shouldn't be taking them.

Locum Cardiologist couldn't give blood form - SB experienced problems when a Locum Cardiologist at the WSH couldn't give a blood form. SB called into the surgery for the form, and reception staff were very helpful.

Lack of knowledge on the locum's part or insufficient IT training at WSH ?

Action: SB writing to WSH.

7.0 Agenda for next meeting

DNAs,

Blood tests,

Care Negotiator - receptionists screening patients.

Survey results: to identify key issues/action log.

Flu Clinic Feedback - SB asked Jeanette for suggestions regarding the flu clinic.

Mothers & babies (baby clinic).

Sudbury Health Centre – TM to obtain a breakdown of what it is used for.

8.0 AOB

None

9.0 Future meetings 1st December 2017, 5th January 2018