

**HARDWICKE HOUSE GROUP PRACTICE  
PATIENT PARTNERSHIP GROUP**

MINUTES OF MEETING – Wednesday 10 April 2019

NAME	REPRESENTATION	ATTENDANCE	APOLOGIES
Eric Catton (EC) Chair	Patient – Clare	X	
Sylvia Bambridge (SB) Vice Chair	Patient – HH	X	
Phil Worsley (PW) Secretary	Patient – HH	X	
Dr Jamie Gilmour (JG)	GP		X
Stewart Fountain (SF)	Practice Manager	X	
Sheila Buck (SB)	Minutes	X	
Margaret Carpenter (MC)	Patient – Bures	X	
William Snelling (WS)	Patient – Bures	X	
Sylvia Norton (SN)	Patient – HH	X	
Norman Hume (NH)	Patient – HH	X	
Tanya Miller (TM)	Patient – HH	X	
Dianne Middlemiss (DM)	Patient – HH	X	
Bryan Williams (BW)	Patient – Clare		X
Stewart Sheridan	Gt Cornard PC		

**1.0 Welcomes, Introductions and Apologies.**

Apologies from Dr Gilmour and Bryan Williams.

Welcomed to the meeting were Katie Sargeant, IES CCG WSCCG Transformation Engagement Manager and Olivia, Alliance Locality Coordinator, Maggie Aldridge from WSCCG IT information sharing and Dan Wheals from Grown Your Own Community.

**2.0 GP Updates**

See item 6.0.

**3.0 Information Sharing – Maggie Aldridge**

Maggie had previously spent time at the surgery talking to patients regarding sharing their records and had met with the management group at HHGP to increase numbers. There has been a continuous flow of forms being completed; the admin team are doing well with this led by Jeanette in reception. It has been suggested giving out Information Sharing forms at flu clinics. Patients can sign up to “My Care Record” <http://www.mycarerecord.org.uk/> which we will ask Julie Irvine speak about at a future meeting.

**Action: PW to contact Julie Irvine re My Care Record.**

**4.0 Patient Participation – Katie Sargeant & Olivia**

Katie works with teams in West and East Suffolk and has a group of 16 people. KS indicated that PPG networking meetings could be restarted in the future. She also indicated the patient representation on the WS CCG Community Engagement Group was under review.

Olivia Rigo is the Alliance Locality Coordinator for our area. The aim of the role is similar to “Connect” but has been updated and easier to access. Olivia would like PPGs to come together. PW said we had helped Long Melford start up and have been approached by Siam.

**5.0 Minutes of last meeting and action log**

Minutes of last meeting approved.

## **6.0 Updates on HHGP/WSCCG**

**6.1 GPs Busy** - Dr Sophie Ruddock has had a baby girl (Isla), Dr Aggrey Wamalwa had to go to Kenya at short notice. Dr Raja and Dr Firth are in New Zealand.

Dr Jetha and the salaried GPs are working extra to help out.

Teresa Street a new nurse manager has started and a newly qualified nurse, Laura Bird, will shortly join the team.

**6.2 New Surgery** – this is looking very positive and it is hoped will be insitu. in 2021.

JG has visited the Two Rivers Practice in Ipswich which will be the blue print for the new surgery. There will be much better facilities.

**6.3 Information Sharing** – so far we have managed to double the amount of patients with shared care information.

**6.4 Pre-appointment calling/SMS messaging** – DNAs have come down using these patient reminders. The 'care navigator' system has been working well with the nurses busier and GPs having more time for appointments for long term conditions.

**6.5 Methotrexate** – HH has taken over care of the patients using liquid Methotrexate.

This will mean patients no longer have to travel to the WSH to pick up their Methotrexate.

MC said that care of Juvenile patients using Methotrexate has been transferred from the WSH to Addenbrookes. However, on the positive side Addenbrookes will send medication to the patient's home.

**6.6 TV/Noticeboard** – all good, PW requested A4 folders for the PPG newsletter in the other surgeries.

**Action:** SF to look at providing Newsletter holders at ML, GC, Bures and Clare.

**6.7 NAPP** - EC will be attending the NAPP Conference in June, HHGP has kindly agreed to pay conference, hotel and travel costs.

Corkhill Award – Stewart is going to nominate HHGP PPG for the NAPP Corkhill Award. Maggie Aldridge agreed to support the application. (Copy of application attached)

**6.8 Carers Register** – so far there are only 427 carers on the register. Reception are encouraging patients to join the register.

**Action:** HH PPG to promote the registration of Carers on PPG notice boards in June.

**6.9 End of financial year** – all going well.

## **7.0 PPG progress update**

**7.1 Noticeboards** – Dementia in May and Family Carers in June (PW). TM will take over DM role with the noticeboards when DM moves.

**7.2 Transport** – PW found out information on Chambers buses regarding Clare. EC will go to the health centre to get travel information. Chambers fares have increased and the car parking fees at WSH have also gone up.

**7.3 Newsletter** – would be helpful to put one in local magazines. Maybe sharing one with Siam for Sudbury patients to share the workload. PW suggested a press officer.

**Action All:** Volunteer required to act as Press Officer to maximise group publicity.

## **7.4 Area Support Groups**

**Chilton Day Centre** – EC visited Chilton Day Centre (for people with memory problems), it is £40 per day; some funding is available. The garden is secure but is looking tired so EC gave the day centre manager Dan Wheals contact information. DW has indicated he and his team members are happy to go and give the garden a tidy up.

**Active Lives - Grow Your Own Garden** - Dan Wheals who runs the scheme meets in Belle View Park. He helps unemployed youngsters gain a certificate in gardening. His volunteers will also help people who can no longer look after their own gardens – see attached flyer.

**7.5 Funding/Budget** - PW has formulated a budget work sheet. Ipswich CCG give the PPGs funding – PW asked about WSCCG doing the same. KS indicated this was being looked at.

## **8.0 Patient Experiences**

**8.1 WSH Carers Pack** - PW mentioned the case of a person with severe dementia who was admitted to the WSH. The daughter of the person wanted to visit outside of visiting hours and was told she could not be classed as a carer unless she washed and fed her mother and her mother lived with her.

**Action:** PW to raise the issue with the Suffolk Family Carers co-ordinator at WSH.

**8.2 WSH Pharmacy** - Patients experiencing long waits at the WSH pharmacy sometimes miss their Go Start transport back to Sudbury. PW has spoken to Go Start and they say passengers should ring the driver if experiencing delays, the driver will try to wait. If the driver cannot wait as they have to return to Sudbury for another journey they will try to book the patient on the next available transport slot.

PW to contact PALS to see if medications can be collected locally from community pharmacies.

**Action:** PW to contact WSH PALS re local dispensing of medications.

**8.3 Patient Choice** – Patient choice does still exist and should be requested if required. However, due to pressure on services there may be a reluctance for hospitals to accept patients outside their catchment area.

**8.4 Care Navigation** - EC to speak to SF regarding patient experiences and care navigation – how much information is being requested from reception staff?

**Action:** EC to speak to SF re Care Navigation.

## **9.0 Agenda for next meeting**

MC has a speaker regarding learning disabilities.

**Post Meeting Note:** Due to family health issues the Learning Disability speaker is not available.

Siam might want to see how our PPG works

PW to see if Julie Irvine is free for June.

Olivia to have an open invite to attend any meeting.

## **10.0 AOB**

**No AOB.**

**Future Meetings – 12 June, 14 August, 9 October, 11 December at 2pm**

Meeting closed at approx. 16:30