

HARDWICKE HOUSE GROUP PRACTICE

PATIENT PARTNERSHIP

MINUTES OF MEETING – Friday 4th August 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	
Sheila Butt - MInutes	Secretary - Hardwick House GP		
David Cripps (DC)	Practice Manager	X	
Dr Susmitha Pavuluri (SP)	GP		X
Dr James Gilmour (JG)	GP		X
Tanya Millar(TM)	Patient – Hardwicke House	X	
Margaret Carpenter (MC)	Patient – Bures	X	
Valerie Burrows (VB)	Patient – Hardwicke House		X
Barbara Hamblett (BH)	Patient – Hardwicke		V
William Snelling (WS)	Patient Bures	X	
Sylvia Norton (SN)	Patient – Hardwicke House	X	
Pam White (PamW)	Chair - Great Cornard PC	X	

V – Virtual Member, unable to attend due to time / day of meeting but kept informed of group activities

1.0 Welcomes Introductions and Apologies

Welcome – Sylvia Bambridge (Chair) welcomed, Clair Frewin, and Ron Grover (Chair) and Norman Hume from Breath Easy. David Cripps introduced Julie Irvine, Information Sharing Programme Manager who he had invited to the meeting.

Attendees and apologies as above.

1.1 Guest speaker Clare Frewin (CF), Connect Project Implementation Manager (West), Adult & Community Services (ACS), Suffolk County Council.

Connect has been set up to enable health and social workers coordinate and work better together. There are locality co-ordinators that will help with the involvement of different service providers to aid patients/clients and their family carers. There could be displays on noticeboards and local press as there is a need for better communication. The Suffolk CC website is being updated as it is difficult for the public to find out about the service. PW said he did not feel Connect was having any impact on Voluntary organisations in Sudbury, raising awareness of these groups. CF suggested PPG members attending meetings/talks (Lunch and Learn for example, possibly host one) to raise awareness of their groups.

Connect Suffolk website <http://www.connectsuffolk.co.uk/>

Post Meeting Note: The Local Area Coordinators now cover Great Cornard, but not the Bures area.

Action: – CF to write a few lines for PW to post on website and put in next Newsletter.

1.2 Guest Speaker Julie Irving, Information Sharing Programme Manager spoke briefly about Summary Care Records which would be used for the sharing of information. Julie is trying to raise public awareness for Summary Care Records and would like consent forms to be given out, which then need returning to GP for action. Consent Form and Information sheet can be found on WSCCG website. <https://www.westsuffolkccg.nhs.uk/your-health/health-campaigns/summary-care-records/>

Action: PW to write a few lines to post on website and put in next Newsletter.

2.0 GP Update Unfortunately neither Dr Pavuluri nor Dr Gilmour could make today's meeting.

3.0 Minutes of last meeting and matters arising – action log.

Minutes of last meeting accepted as being correct.

Action Log not reviewed.

4.0 Hardwicke House Group Practice

Phone System – this was discussed again. Cost in the region of £60,000. System would have a concise care navigation system/signposting patient to appropriate departments. PW suggested introductory message could promote online appointment booking. DC requesting help in devising the phone menu.

Action: All volunteers required to assist DC with devising phone menu.

Diabetes Register - Recall/contacting diabetes register has a backlog. Practice looking at a single recall for patients with more than one long term condition, which would be better for patient instead of several appointments.

Care Home Visiting - There has been a funding application to the CCG for care home visiting service daily to aid with the prevention of long term conditions

Patient Revolution 12 July – SB, DM, and SN represented the HH PPG. There were fewer attendees this year. SB felt the event was losing its steam. PPG/Methotrexate were not mentioned.

Methotrexate - Still ongoing and will be discussed at WSCCG Medicines Optimisation Group on 6/9/17. DC suggested this issue could be raised as a question at the end of a WSCCG governing body meeting.

5.0 Progress Update PP aims and actions:

5.1 Meeting Date / Time It was suggested that maybe having an evening meeting might attract younger members and contacting other groups. Perhaps change the time so GPs can attend and ask school students if they would like to join (particularly beneficial if wanting to go into health and social care or study medicine). Perhaps an evening meeting?

Action 1: MC to approach the Thomas Gainsborough School in Great Cornard

Action 2: PW to circulate NHS Bulletin article on attracting young people onto PPGs.

5.2 2017 Patient Satisfaction Survey Starting 4 September. Help with survey from PPG in surgery. On website and maybe receptionists could hand out if not too busy.

Action: All PPG members to advise SB on their availability to assist with survey

5.3 NAPP NAPP members section can now be accessed, site has lots of useful information. DC approved the £45 fee for the group subscription for the next 12 months.

Action: TM to drop NAPP subscription form into DC.

5.4 PPG Notice Boards The latest displays have been up 2 weeks so they won't need changing just yet. Patient survey will be put up also a notice, also an Energy Advice service notice which give the CAB address.

5.5 Pharmacy Press Info & Transport DM said she had written to Linda Lord about Community pharmacies not informing practices about flu injections. LL said this was a matter for NHS England.

Action: DM to find contact and write to NHS England.

Transport DM said drivers are good at taking wheelchairs on and off the buses.

PamW reported that Beeston's are cutting the No 5 bus service (Sudbury to Great Cornard) from half hourly to hourly, which will cause difficulties for people connecting with the Chambers service to the Sudbury Health Centre? Does this provide an opportunity for Go Start to relook at the Sudbury Health Centre Service they proposed when the Sudbury Health Centre was opened.

5.6 Flu clinics Held on 23/9/17 and 7/10/17. Volunteers are handing out newsletters, Age UK and CAB information from 9am to 1pm. SB to rota volunteers.

Action: All PPG members to advise SB on their availability to assist promoting PPG at flu clinics.

5.7 Newsletter Next edition September 2017 for issue, if possible, during survey week. One article could promote on-line appointments.

Action: All to provide PW with ideas. .

5.8 HH Website – members' profiles Some members' profiles are missing. PW apologised for losing profiles provided by WS and TM.

Action: PW to update Profiles.

5.9 Sudbury Area Support Groups

- Upbeat has moved to Long Melford but is doing well.
- DM spoke to Lisa King from the Stroke group last week and is meeting again with her.
- Two members of Breathe Easy came to PPG meeting (Ron Grover (Chair) and Norman Hume). They talked about their group at Great Cornard, and their frustrations at lack of signposting from the medical profession.
- Maggie Woodhouse Dementia Trainer/Practitioner, West Suffolk Hospital to be invited to the next meeting.
PW asked what indications there was in practice surgeries that the practice was dementia friendly. Staff wore badges, but it was felt they were too small to be noticed.
- St Nicholas Hospice Care has brought their "Open House" support group to the Stevenson Centre at Great Cornard. It meets every Monday and is people with life limiting illnesses and their families/carers.

6.0 Patient experiences Some patient wanted to see the same GP, also as an emergency. This is not always possible, particularly for emergencies.

Action 1: SB to see patient and follow up.

Action 2: PW to write piece for next Newsletter

7.0 Agenda for next meeting

No issues discussed

8.0 AOB

No AOB

9.0 Future meetings 6th October 2017, 1st December 2017, 5th January 2018