

**HARDWICKE HOUSE GROUP PRACTICE
PATIENT PARTNERSHIP**

MINUTES OF MEETING – Wednesday 8 August 2018

NAME	REPRESENTATION	ATTENDANCE	APOLOGIES
Sylvia Bambridge (SB) Chair	Patient – HH		V
Diane Middlemiss (DM) Vice Chair	Patient – HH		V
Phil Worsley (PW) Secretary	Patient – HH	X	
David Cripps (DC)	Practice Manager	X	
Dr Susmitha Pavuluri (SP)	GP		X
Dr Jamie Gilmour (JG)	GP	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	
Lisa King (LK)	Patient – HH		
Tanya Millar (TM)	Patient – HH	X	
Eric Catton (EC)	Patient – Clare	X	
Bryan Williams (BW)	Patient – Clare	X	
Rebecca Meggs	Student – OSA		
Stewart Sheridan	Gt Cornard PC		X
Stewart Fountain (SF)	New PM	X	
Sheila Buck	Minutes	X	

V = Virtual Attendance – Absent but provided feedback prior to meeting.

1.0 Welcomes and Apologies

PW stood in as Chair in the absence of Sylvia Bambridge and Diane Middlemiss.

Apologies As above.

Welcomes - Stewart Fountain was welcomed to the meeting. Stewart is taking over from David Cripps in October and sat in on meeting as an observer.

Meeting Start Time - There was confusion over the meeting start times. PW said at February's meeting "It was agreed to change the meeting day to the 2nd Wednesday of each month as from 11th April. Meetings to start at 2pm.". Therefore, since February all agendas have stated 2pm.

2.0 GP Updates – JG

- Holidays adequately covered, no GPs leaving or joining the practice.
- Surgery landlord in continuing negotiations with Babergh and Suffolk County Councils about new premises. Babergh more receptive, acknowledging the need for a new building for us on their website. The preference was for a building on the Waitrose Lorry Park site to replace the Hardwicke House and Meadow Lane surgeries. If the Chestnut's site was chosen the future of the Cornard surgery would have to be considered. Staff would have an opportunity to comment on any design proposals.
- 1,600 SMS message being sent / month.
- In response to a question from EC who was concern about a rumour that Hartest surgery was closing, JG said Hartest surgery was not closing, only the pharmacy at Hartest. There were currently no plans for changes at Clare, Clare being currently sustained by patients from other HH surgeries.

3.0 Minutes of last meeting and action log

3.1 **Transport schedule** – EC/MC to adapt transport schedules for Clare and Bures.

Action: EC / BW – Clare, MC / WS Bures.

3.2 **Information Sharing** - DC to give more time slots for PPG to come in to surgeries to promote Information Sharing.

Action: DC to provide dates.

3.3 **GDPR** – PW reported no action to date.

Action: PW to progress GDPR compliance.

4.0 Hardwicke House/WSCCG updates - DC

- 4.1 **General Practice in crisis** with many Doctors leaving. However, DC confirmed that the Hardwicke House Practice was weathering the storm well.
- 4.2 **Wi-Fi** - for patients is now live.
- 4.2 **Flu dates** are on website – Sat. 22nd Sept 9.00 – 13.00, Sat. 3rd Nov. 9.00 – 13.00. Problems with the new over 65s vaccine as manufacturers unable to meet demand. There will be a collection bucket for Air Ambulance at the flu clinics.
- 4.3 **Low childhood immunisations** – need a boost in uptake, also for over 70s shingles. **Action PPG to hand out flyers at flu clinics**
- 4.4 **Methotrexate** – new CCG protocol seems to work for the CCG and hospital but not for GPs due to the monitoring afterwards. Issue still under discussion.

5.0 Progress Update PPG aims and actions

- 5.1 **Flu clinics** – PPG newsletters and information being handed out at flu clinics.
Action: PW to organise rota for volunteers (see attached)
- 5.2 **Pharmacies** – Pharmacy 2U letters are being sent everybody in the area. They have not contacted HH for permission to have surgery name on letter. There are concerns regarding confidentiality. Electronic prescriptions can be done here. Need to promote GP dispensing. Patients living more than 1600 mtrs from a community pharmacy can have their medications dispensed at the surgery. Patients can apply to their CCG to see if they can be dispensing under 1600 mtrs depending on medical condition. PALS will also be able to help.
- 5.3 **Telephone system** – some changes are planned at the request of staff / patients.
- 5.4 **Patient Revolution** – 5 members attended.
New “bottom up” up approach for Mental Health issues was discussed.
It was felt Mental Health services were poor, however DC pointed out there are still counsellors at the practice.
The West Suffolk Alliance was discussed but members felt they came away none the wiser as to what it was about.
- 5.5 **NHS 70th Tea Party** – There is still money available but the criteria for uses is restrictive. One possible use is identity badges for PPG when in surgeries.
- 5.6 **Notice boards** – Current theme – Gardening.
PW suggested we could promote key Health Awareness campaigns on our PPG notice boards. PW handed out some suggestions for themes. (see attached).
Action: All to review list and make comments / additions.
- 5.7 **Pharmacy press info & Transport** – DM reports Suffolk Free Press is still printing chemist details and opening times. Parking charges have increased at WSH. Family Carers of patients can ask for a “carers pack” on the wards to receive a concession in parking charges.
- 5.8 **Newsletter** – PW - newsletter to give out at flu clinics; shingles, vaccinations & immunisations, introductory letter from SF, NH will do Breathe Easy and TM online booking appts.

6.0 Patient Experience

MC relayed information that a friend of hers had been told by the GP she could see the doctor at any time, but this was not documented on her records. Is there a way to “flag up” vulnerable patients who need to be seen quickly ?

EC asked what was an emergency ?. DC said if a patient said it is an emergency, an appointment must be given.

7.0 Agenda for next meeting

PW suggested asking Teresa Farley as the speaker at the next meeting.

Action: PW

8.0 AOB

No AOB

9.0 Future Meetings – 10th October & 12th December at 2pm

Meeting ended at 1554.