

**HARDWICKE HOUSE GROUP PRACTICE  
PATIENT PARTNERSHIP GROUP**

MINUTES OF MEETING – Wednesday 12<sup>th</sup> December 2018

NAME	REPRESENTATION	ATTENDANCE	APOLOGIES
Sylvia Bambridge (SB) Chair	Patient – HH	<b>X</b>	
Dianne Middlemiss (DM) Vice Chair	Patient – HH	<b>X</b>	
Phil Worsley (PW) Secretary	Patient – HH	<b>X</b>	
Dr Laura Jenkins (LJ)	GP	<b>X</b>	
Dr Jamie Gilmour (JG)	GP		<b>X</b>
Stewart Fountain (SF)	New PM	X	
Sheila Buck	Minutes	X	
Margaret Carpenter (MC)	Patient – Bures	<b>X</b>	
William Snelling (WS)	Patient – Bures	<b>X</b>	
Sylvia Norton (SN)	Patient – HH	<b>X</b>	
Norman Hume (NH)	Patient – HH	X	
Lisa King (LK)	Patient – HH		
Tanya Millar (TM)	Patient – HH	X	
Eric Catton (EC)	Patient – Clare		<b>X</b>
Bryan Williams (BW)	Patient – Clare		<b>X</b>
Stewart Sheridan	Gt Cornard PC		

**1.0 Welcome and Apologies**

Apologies from Dr Gilmour, Eric Catton and Bryan Williams.

Dr Laura Jenkins, Julie Estall, Transformation Project Manager from WSCCG, and Andrew Smith from WSH IT department were welcomed to the meeting.

**2.0 GP Updates**

Dr Jenkins spoke about winter pressures on staff but said HHGP have a stable team of GPs.

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

3.1 Transport schedule – see item 5.5

3.2 GDPR – PW still to progress.

3.3 New Non-Emergency Transport Services - DM to contact WSH regarding this service.

**4.0 Updates – Hardwicke House/WSCCG**

- **Clare Refurbishment** - New flooring, and walls to be painted in the New Year.
- **Christmas / New Year Opening Hours** - same as usual over Christmas, but clinics might be held just at Hardwicke House at times due to staffing levels.
- **New Surgery Premises** – this looks as though it will be Waitrose lorry park site but there is nothing more to add at present. There have been people looking around Hardwicke House on behalf of the Landlords to see what the site could be used for.
- **New GP+ Services** - There were no clinicians for the first few sessions, but patients are now being seen in Sudbury Health Clinic and Bury St Edmunds after being booked online. A rapid intervention vehicle is available. 111 is also very helpful. Staff are being trained as Care Navigators and signposting to appropriate services is being improved.  
**Action:** PW to write article for next newsletter on GP+.
- **Diabetic Nurse** - There are four diabetic nurses at Hardwicke House. Mandy Hunt is WSH Head Diabetic Nurse.

5.0 **Progress Update PPG aims and actions**

- 5.1 **Diabetes Roadshow** – Juliet Estall, Transformation Project Manager, from WSCCG set up and ran the diabetic roadshow in November. She thought it went well although the location in the market wasn't a particularly good one. Julie is happy to do another roadshow and it was decided that outside the town hall would be better although Tesco entrance would be ideal too as they support Diabetes UK.
- 5.2 **Information Sharing** – No need for patients to re-sign forms. Dates need to be organised for PPG members to attend waiting rooms. Maggie Aldridge has said she would help too. Andrew Smith from WSH IT Dept gave an insight to patient information sharing between to WSH and GP surgeries. At present records can be shared from the WSH to the GP, but not the other way. He would like to set this up with EMIS. Next year he will work on linking the separate ICE systems, so all results can be accessed. Julie Irving will attend a meeting to explain further and SF will liaise with her to see what is needed on the consent forms.
- 5.3 **Flu clinics – Feedback from 3/11/18.** There was a lot of queuing in the car park. There will be a discussion in the New Year regarding the possibility of a bigger venue. It was also asked if it would be possible to provide flu clinics in Bures/Clare, particularly for the elderly? There was also an inefficient arrival of the vaccine. It was also questioned as to whether a GP need to be on the premises whilst the flu vaccines are being given?  
**Action: SF to let PW know how many flu vaccines were given.**
- 5.4 **Notice boards** –Mental Health Awareness looked at for January, but no suitable material found, therefore, it was agreed to proceed with Dry January.  
**Actions: Mental Health promotion - Julie Estall to ask at CCG and SB to ring mental health. SB / EC to lead National Heart month for February.**
- 5.5 **Transport & Pharmacy Press info** – DM emailed the Suffolk Free Press with the chemist opening times over Christmas. They will be printed but it may not be possible to print the New Year's due to space allocation.  
No car park changes at WSH. Go Start now charging £20 return with 1½ hour wait.
- 5.6 **Methotrexate** – Dr Talebpour is knowledgeable regarding this. So far nothing has been agreed regarding subcut Methotrexate. Complications lie in regularity of reviews and varying ideas between the hospital and GPs on what is a "stable patient". Dr Talebpour to update. There still seemed to be a willingness to resolve this issue.
- 5.7 **Newsletter No 12** – PW would like some ideas. Andrew Smith is supplying some information. Prescription charges, Suffolk Warm Homes and Walking Football at AFC Sudbury. World COPD day, Sudbury Parkinson's group and cervical screening (which has a low attendance). A friend of MC kindly puts the newsletter in the parish magazine for Bures residents.  
**Action: All – Newsletter articles for next newsletter to PW**
- 5.8 **PPG Promotion** – are we doing enough to promote the group? Giving the NHS 70<sup>th</sup> Birthday pens out is good promotion, but we need some new members. DM is looking to introduce younger members. SB suggested a representative of learning difficulties. TM suggested a Facebook page, which would be 'read-only' for information, no comments. Stewart Fountain is asking for funding from CCG for PPG promoting.  
**Action: SB to contact Lisa King as she has missed the last 3 meetings.**

5.9 **Sudbury Area Support Groups**

**Breathe Easy** - NH said Breathe Easy now has a singing session which is well attended but the actual Breathe Easy group has low attendance. Exercise classes also well attended.

**Action:** NH to speak to Monica Horton, Practice Nurse, about ways in which the practice can promote and refer to Breathe Easy.

**Sudbury Area Cancer Support Group** - PW says there is a good cancer nurse at Siam who promotes the SACSG, unfortunately Hardwicke House does not appear to have a cancer nurse specialist. The group expressed concern at this.

**Upbeat** - SB said Upbeat exercise group is going well, but the social side not so much.

6.0 **Patient Experiences**

**Friends and Family Test** -SF collated information and 92% of patients said they would recommend friends and family to the surgery.

**Local Community Pharmacy** - SB gave an account of a pharmacist not giving her correct over the counter medications in conjunction with her prescribed medications. Pharmacy agreed there was a training issue – patients should be aware to inform the pharmacist of their medications but also the pharmacist should ask.

**Action:** PW - Potential article for next newsletter

7.0 **Agenda for next meeting** – Tom Osborne from OneLife attending in February.

8.0 **AOB**

No AOB

**Meeting Finish 1615**

**Future Meetings – 13 February (also AGM), 10 April, 12 June & 14 August at 2pm**