

HARDWICKE HOUSE GROUP PRACTICE

PATIENT PARTNERSHIP

Minutes from the meeting Wednesday 13th February

NAME	REPRESENTATION	ATTENDANCE	APOLOGIES
Sylvia Bambridge (SB) Chair	Patient – HH	X	
Dianne Middlemiss (DM) Vice Chair	Patient – HH	X	
Phil Worsley (PW) Secretary	Patient – HH	X	
Dr Laura Jenkins (LJ)	GP		
Dr Jamie Gilmour (JG)	GP	X	
Stewart Fountain (SF)	Practice Manager	X	
Sheila Buck	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	
Eric Catton (EC)	Patient – Clare	X	
Bryan Williams (BW)	Patient – Clare	X	
Stewart Sheridan	Gt Cornard PC		X

1.0 Welcome and Apologies

Apologies from Stewart Sheridan. Welcomed to the meeting was Megan Felton from OneLife and Dan Wheals from Grow Your Community.

2.0 GP Update JG

Landlords are currently discussing buying the land near Waitrose and have good backing from Babergh and WSCCG, possibly completion in 2021. The downside is the partners might not want to sign up to a 25-year lease.

Clare has been refurbished for possible CQC visit.

3.0 OneLife – Megan Felton

OneLife offers free health lifestyle advice and is run by Suffolk County Council in Sudbury at the Kingfisher and Stevenson Centre. There are weight management courses for both adults and children. Some adults could qualify for Slimming World vouchers. There is a Stop Smoking service and help to be more active – i.e. health walks. OneLife also hold NHS health checks.

Schedule of Sudbury Area courses attached.

4.0 Minutes of last meeting

Minutes of meeting agreed as being a correct record.

4.1 MC spoke to a lady who said she would attend to speak regarding learning disabilities.

4.2 Flu clinic – 1660 jabs at the flu clinics and 800 more since.

4.3 GDPR – PW has drafted a PPG membership form for comment.

Action: All please review attached and send comments to PW

5.0 Updates – HHGP

5.1 Methotrexate – No progress, Practices are requiring more funding to take on monitoring responsibilities.

5.2 **10 Year Plan/ GP contracts** – Funding for:

- Social prescriber (a non-medical person) who would be able to signpost patients to relevant facilities/organisations – possibly start 2019.
- WS CCG has employed Olivia Rigo as Alliance Locality Administrator to oversee care navigating in the Sudbury Area.

Post meeting note: EC, SB, PW and SF met with Olivia Rigo on 28th Feb.

- Clinical pharmacist to assist with medication reviews.
- Physiotherapist.
- Community Paramedics.
- Digital investment in 2021 with video and web access

5.3 **Practice Staff** – Dr Ruddock will be starting maternity leave in March.

Dr Pavuluri is reducing her hours by one day and Dr Aggrey also reducing his hours.

One new salaried GP vacancy is advertised. Dr Jenkins and Dr Jetha are helping.

New lead nurse Theresa Street is joining us on 25 March. Monica will be doing more with diabetes.

The clinical IT system has been running slow for 3 or 4 weeks but NEL are working to improve this.

5.4 **DNAs (Did Not Attend)** – Numbers still very high, Text Messaging is helping reduce the numbers.

Care Navigating is also helping in booking appointments with the correct clinician.

5.5 **Information Sharing** - 800 patients to date signed to share care records. Receptionist now taken on role of promoting Information Sharing

5.6 **Reception TV** – now installed for NHS/HHGP and PPG information.

6.0 PPG aims and actions – progress update

6.1 **Information Sharing** – Julie Irving and Maggie Aldridge will attend the next meeting.

6.2 **Notice Boards** - SB is in the process of obtaining posters and information for National Heart month.

Post meeting note: Due to a delay in obtaining Cardiac Information, it has been decided to hold the Cardiac Information for a future month, and post Epilepsy Information kindly provided by Sheila in March.

6.3 **Duty Pharmacies**- are in Suffolk Free Press.

Transport - DM gave out a leaflet regarding Non-Urgent Patient Transport which gives details of the eligibility criteria.

6.4 **Newsletter number 12** – PW is half way to completing it. PW requested contributions, stating any medical information must be from the NHS website, and not be individuals' views !

6.5 **PPG Funding** - £1000 available for East Suffolk PPGs but is nothing for West Suffolk ? PW has raised the issue with the WS CCG.

Action: MC agreed to compile PPG budget.

All PPG members to give MC details of any expense they have incurred.

6.6 **Sudbury Area Support Groups**

- Breathe Easy - NH reports that the first Breathe Easy meeting of the year had 4 members. Breathe Easy Singing proving very popular. TM suggested maybe having the meeting either before or after the singing as that might recruit more members. PW has passed Breathe Easy posters on to nurses at Siam.
- Upbeat is now held at the Old School in Long Melford – the members quite often come from rehabilitation via WSH.

7.0 **AGM**

Chair Report - SB gave a report on group activities over the past year (attached).

Election of Officers

Chair – SB- stood down as chair. Eric Catton was nominated and unanimously accepted.

Vice Chair – DM stood down as Vice Chair, SB was nominated and unanimously accepted.

Secretary - PW nominated and unanimously accepted.

NAPP Rep. - TM nominated and unanimously accepted.

Noticeboard Coordinator – DM to step down due to moving out of area - No nominations.

Pharmacy / Transport Info. – No nominations.

Action: DM to provide brief of Notice Board Coordinator and Pharmacy / Transport Info. roles to identify the work is involved in the hope someone will agree to take responsibility.

8.0 **Patient experiences**

Health Checks Letters – EC raised the issue of lack of coordination between various departments involved with appointments and health checks. Letters either not being sent or sent when not necessary. Also, a case of notes being miss files. SF was looking into these issues and indicated there was scope fore improvement.

Patient Choice - BW asked if ‘patient choice’ was still available as a patient said they would like to change hospitals for their pain clinic care. PW said he believed Patient Choice still existed. Patients would need to discuss this with their GP.

Note for future meetings - PW asked group members to provide a brief prior to a meeting if they were raising patient experience issues to enable a response to be sought, and time saved discussing the issue.

9.0 **Agenda for next meeting**

- Kate Sergeant, WSCCG Transformation Engagement Manager, coming to next meeting to tell us what the WS CCG is doing about patient involvement and what are our expectations ?

Action: All any burning issues you want to raise / know more about.

- Julie Irvine and Maggie Aldridge to talk about Information Sharing. (is this still on ?)
- Dan Wheals to be given the opportunity to speak briefly about his role with “Grow Your Community”.

10.0 **AOB** – none.

11.0 **Future meetings**

10 April, 12 June, 14 August 9th October and 11th December at 2pm

Meeting closed at 4.15pm