

HARDWICKE HOUSE GROUP PRACTICE PATIENT PARTNERSHIP

MINUTES OF MEETING – Wednesday 13th June 2018

NAME	REPRESENTATION	ATTENDANCE	APOLOGIES
Sylvia Bambridge (SB) Chair	Patient – Hardwicke House	X	
Dianne Middlemiss (DM) V. Chair	Patient – Hardwicke House	X	
Phil Worsley (PW) Secretary	Patient – Hardwicke House	V	
David Cripps (DC)	Practice Manager	X	
Dr Susmitha Pavuluri (SP)	GP		
Dr James Gilmour (JG)	GP		
Margaret Carpenter (MC)	Patient – Bures		X
William Snelling (WS)	Patient Bures		X
Sylvia Norton (SN)	Patient – Hardwicke House	X	
Norman Hume (NH)	Patient – Hardwicke		X
Lisa King (LK)	Patient – Hardwicke	X	
Tanya Millar (TM)	Patient – Hardwicke		X
Eric Catton (EC)	Patient – Clare	X	
Bryan Williams	Patient – Clare		
Rebecca Meggs	Student - OSA		
Sheila Buck	Minute Taker		X

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

1.0 Welcome and Apologies

As above.

No attendance from the doctors and no apologies from Brian Williams and Rebecca Meggs. There was no minute taker, DC apologised saying this was due to staff holidays and there was nobody available.

2.0 GP Updates

As there were no GPs at the meeting, DC included GP news in his update. See item 4 below.

3.0 Minutes of meeting, matters arising, and action log

The minutes of the last meeting were agreed as being a correct record of the last meeting. Following a discussion all agreed a copy of the minutes of meeting should be given to each of the Hardwicke House Group Practice doctors.

Under any other business – PSA tests for men – DC explained that research had shown that there was a percentage of false positives and therefore the tests were not readily available unless a patient had a particular concern.

4.0 Updates

4.1 Hardwicke House Group Practice

- **New Premises** - DC said negotiations are taking place with the NHS and Suffolk County Council about purchasing Chestnuts, Great Cornard, a large site, and developing a new building, so that two or three of the existing surgeries could be in one place. The site is owned by the Suffolk County Council. DC said after the heavy winter demand from patients the demand has now eased off. Partners are in discussions of how to try to reduce patient demand.
- **DC is retiring** at the end of November, adverts for his job have been published, interviews take place on the 14th July. The new practice manager will start mid-October.
- **Ear syringing** – Partners are discussing options for this service being continued as there are problems with the device.

- **Methotrexate** – A reply has been received from Linda Lord of the CCG. The CCG has agreed that the prescribing and monitoring of the service can be transferred to the GPs providing under the Shared Care Agreement with the WSH, however this has implications for the surgery in terms of the cost of the service. Awaiting further news from the partners.
- **Flu Clinics** – DC has ordered stocks but will not know until August the date and allocation of the amount, therefore dates for the flu clinic will be discussed at the next meeting.
Action DC: Dates of flu clinics for next meeting.

4.2 West Suffolk Clinical Commissioning Group

- West Suffolk Clinical Commissioning Group - CCG now part of STP (Sustainable Transformation Plan), an Integrated Clinical System.

5.0 Progress Update PPG aims and actions

5.1 Information Sharing Campaign

DC reported that this had been successful, thanking the group for their efforts. Due to lack of help from the CCG, unfortunately the campaign was not advertised. Julie Irving and her colleagues provided banners for each of the surgeries, some merchandise items were given out, which were popular with the patients. Those present at the meeting described their own experiences and felt that some training would have been helpful. All were prepared to continue to encourage patients to 'sign up'. Forms are available at the surgeries or forms can be down loaded on line. The group may be asked to help again with the campaign, especially during the flu clinic days. Secretaries maybe allowed to access information.

5.2 Telephone System

The system is working well, some tweaking is to be carried out to improve the system, based on feedback from the patients and the staff.

5.3 Patient Revolution

Patient Revolution - Wednesday 18th July 2018, 13:00 to 16:00.

The Athenaeum, Angel Hill, Bury St Edmunds, IP33 1LU.

Action SB: Assess members interest in attending and obtain tickets.

Post meeting note: 6 members signed up to attend.

5.4 NHS 70th Birthday "Tea Party"

To celebrate the 70th Anniversary of the NHS, the WS CCG was offering to contribute £200 to each GP Practise to organise a celebratory event. DM suggested purchasing some pens with Hardwicke House Group Practice and PPG information on them. DC is to investigate getting some merchandise and may ask the group to assist.

Action DC: DC to investigate purchasing PPG promotional merchandise.

5.5 Notice Boards – Theme for the month

Next theme – Gardening

The following group members have offered to help with keeping the notice boards up to date – Eric Catton/Clare, Margaret Carpenter/Bures, Philip Worsley/Cornard and Diane Middlemiss/Sudbury (both surgeries)

PW and DM liaising with EC to obtain a larger size poster.

EC has been working on a different logo heading for the PPG notice boards.

5.6 Pharmacy Press and Transport Information

Suffolk Free Press still publishing the late-night chemist times.

Price changes to the Sudbury to SHC and WSH transport schedule. (copy attached).

WSH parking prices have changed. DM gave out new information concerning this and will print up a new poster for the notice boards.

5.7 Newsletter

SB showed a draft of the newsletter. How the issues should be presented was discussed i.e. currently, winter, summer etc. or a numbered edition. Those present voted and all agreed on using a numbered edition format.

5.8 Sudbury Area Support Groups

SWAGS – Stroke Working Age Group/Suffolk. - LK introduced information about the group to which she belongs known as SWAGS – Stroke Working Age Group/Suffolk. Peoples ages have different issues when having had a stroke. LK has some information for the notice board, which will be given out at a later date.

Action LK: Provide information about SWAGS for group members and noticeboards.

UPBEAT - SB reported that UPBEAT the Heart Support Group was awarded the Queens Award for Volunteers announced in the Queen's birthday honours list.

6.0 Patient Experience

DM spoke of a patient with his wife (wheelchair bound) who he cares for, went to the Citizens Advice Bureau for advice, could information have been given out by the Hardwicke House Group Practice. i.e. Suffolk Family Carers.

MC raised a concern regarding ordering repeat prescriptions on line DC and LK said that it all depended on the programme being used and whether it was by phone, I Pad or Desk Top Computer. MC to be given advice.

SB said that information sharing did not work if the surgery was not on the same computer system as those trying to make contact and that some organisations still use the post system.

Buying medication over the counter at Pharmacies – how do GPs know if there are any problems; this concern for the next agenda.

7.0 Agenda for the next meeting

- Pharmacies – self medication
- Methotrexate
- Flu Clinics
- Survey Form (needs amending)
- Eligibility for using surgery dispensary.

8.0 AOB – covered in patient experiences

9.0 Future Meetings

2nd Wednesday, alternate months – 1.30pm
8th August 10th October, and 12th December.

Meeting ended at 4.20pm