

**HARDWICKE HOUSE GROUP PRACTICE
PATIENT PARTNERSHIP GROUP**

MINUTES OF MEETING – Wednesday 12 June 2019

NAME	REPRESENTATION	ATTENDANCE	APOLOGIES
Eric Catton (EC) Chair	Patient – Clare	X	
Sylvia Bambridge (SB) Vice Chair	Patient – HH	X	
Phil Worsley (PW) Secretary	Patient – HH		X
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
Dianne Middlemiss (DM)	Patient – HH	X	
Bryan Williams (BW)	Patient – Clare	X	
Dan Wheals (DW)	Patient – Bures		

1.0 Welcomes, Introductions and Apologies

Welcome to Amy & Rachael from Siam Surgery who attended to observe the PPG meeting. Oliver Riches - “My Care Records” and Olivia Rigo, Alliance Locality Coordinator for Sudbury. Apologies from Phil Worsley, Tanya Miller and Sylvia Norton.

EC thanked SF for the nomination for the Corkhill Award.

2.0 GP Updates

JG and SF updated the group on the proposed new surgery which has passed successfully through 2 of the 3 gates for the initial process, and the 3rd gate is not a major part of the initial process. The contractor for the Two Rivers surgery In Ipswich will also be used for the new HHGP surgery as they have a proven track record for the type of surgery wanted, and the target to completion is looking like August 2021. The management team has visited the Two Rivers Surgery in Ipswich – this is the blueprint we will be using for the new surgery. SF was impressed by the building, use of rooms and equipment so the next step now is to work out what HHGP need. Two rivers was developed for a practice size of 30k patients SF said he would make provisions for the PPG to visit Two Rivers in the next 6 months. SF also confirmed a change to the Clare surgery telephone line morning open time, from the current 08.30 to the earlier time of 08.15. Plus with reference the 2019 Flu Clinics, it is proposed for there to be three clinics at Hardwicke House on Saturdays 21st September, 5th & 19th October. There are also additional clinics being considered for Bures and Clare surgeries, but as yet no dates have been proposed.

3.0 My Care Records – Oliver Riches

This is regarding information sharing; there are IT systems in place across the region to help deliver information between people who directly provide care. My Care Records assures information is shared safely. It was created by West Essex CCG and has been successfully adopted across Hertfordshire & West Essex regions and now being extending the benefits to our area West Suffolk, East Suffolk and Ipswich, and North East Essex. This would simplify information sharing for GPs, hospitals and patients. MCR is not available nationwide as yet but summary care record is.

4.0 Minutes of last meeting and action log

- **Transport schedule** – EC has not had an answer from Chambers buses
- **Newsletter** – pass any information or articles to PW for next newsletter. Olivia will check with SF that the regional PPG newsletter is passed on to our PPG.
- **Newsletter holders** – DM asked that they could be put up landscape instead of portrait
- **PPG press officer** – EC suggested asking an IT student, or somebody outside the group. SB said her neighbour is a possibility, if not Sheila to find IT contact details at TGS.

5.0 Updates

Olivia Rigo – Alliance Locality Coordinator for Sudbury (ALC) requested success stories from the PPG at HHGP so she can relay these to her colleagues. There is £1000 available for each PPG for promotional goods, noticeboards etc. OR will find out what the criteria is and how to apply. She will also take over the budget. OR invited SB to stand in for EC at the next locality meeting on 3rd July which will include GPs, practice managers and local businesses.

6.0 New GP Contracts

No discussion on this item

7.0 PPG progress update

7.1 Noticeboards – July is Skincare (EC) and August is COPD/Breathe Easy (NH).

SF okayed the PPG to ask reception if they could remove/update anything that shouldn't be on noticeboards.

7.2 Newsletter No 13 – PW to have items of interest/ideas. It was suggested that Siam could put a piece in the newsletter until their PPG is established. MC suggested putting in the flu clinic dates. EC suggested a joint Newsletter shared with Siam Surgery to help take the strain!

7.3 PPG aims for the future – to be discussed at the next meeting

7.4 Sudbury Area Support Groups

- **Breathe Easy** - NH said membership is still low, compounded by losing the support of the British Lung Foundation who wants Breathe Easy to set up their own bank account etc. OR said she would help, and EC said a letter from the PPG would be a good idea.
- **Upbeat** - SB said Upbeat were recognised with the Queens Award. Upbeat has also received a grant from the CCG to pay for a Cardiac Nurse to attend one session each week for a year.

7.5 PPG GDPR forms – PW requests they are completed and passed back to him.

8.0 Patient Experiences

8.1 SB spoke about her own personal physio experience and OR asked SB to email her details.

8.2 WSH Rapid Access – to discuss at next meeting.

8.3 GP Appointments – SB spoke to SF regarding online appointments. If patients are seeing the same GP regarding the same condition the GP should give them a slip for reception for easier booking. SB also discussed the telephone music whilst on hold and said it is not soothing at all. Parking is a constant issue.

9.0 Agenda for next meeting

Patient conference is usually in July; NH will be going. SB will circulate the date once she gets it. Possibly Jeanette Foster (Head receptionist) to come to next meeting to clarify the role of care navigator and PPG involvement in the flu clinic.

10.0 AOB

EC is going to the NAPP conference and went through the paperwork. Both EC and SB looked through it, EC signed it – there were no objections.

Future Meetings – 14 August, 9 October, 11 December, 12 February, 8 April and 10 June at 2pm