

HARDWICKE HOUSE GROUP PRACTICE
PATIENT PARTNERSHIP GROUP
MINUTES OF MEETING – Wednesday 10 October 2018

NAME	REPRESENTATION	ATTENDANCE	APOLOGIES
Sylvia Bambridge (SB) Chair	Patient – HH	V	
Dianne Middlemiss (DM) Vice Chair	Patient – HH	X	
Phil Worsley (PW) Secretary	Patient – HH	X	
David Cripps (DC)	Practice Manager	X	
Stewart Fountain (SF)	New Practice Manager	X	
Dr Susmitha Pavuluri (SP)	GP		
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		
Rebecca Meggs	Student – OSA		
Stewart Sheridan	Gt Cornard PC	X	
Sheila Buck	Minutes	X	

1.0 Welcome and Apologies

As above. Stewart Sheridan, Great Cornard Parish Council.
 Apologies from Sylvia Bambridge. DM stood in as Chair in Sylvia's absence.

2.0 GP Updates

Unfortunately, no GPs were available to attend the meeting.

3.0 Minutes of last meeting and action log

3.1 Transport schedule – Awaiting Clare transport information from EC

3.2 GDPR – No action, PW to expedite.

3.3 New Non-Emergency Transport Services - DM rang but they required a patient number (hospital number). NH offered to progress this item as he has a hospital number.

4.0 Updates – Hardwicke House/WSCCG

4.1 Suffolk Hearing Advisory Service - DC distributed SHAS Newsletter.

Action: PW to include info. in future newsletter

4.2 Information Sharing – there has been an increase in the number of patients completing Data Sharing Information due to the PPG help.

Action: DC to print more forms for PPG to give out during flu clinic.

4.3 UK Power Network Priority Service Register - DC issued an information poster regarding a service patients can register with if they are at risk during power cuts – i.e. on dialysis/oxygen etc in which a power cut would be detrimental to their health.

Action: PW to put UK Power Network Priority Service Register info. in next newsletter

4.4 New Surgery premises – Preferred site Waitrose lorry park site

4.5 Flu Clinics have started, next one on 3 November

4.6 Diabetes Roadshow for Sudbury scheduled for 1st November. PPG volunteering to help with leaflets and encouraging people to visit.

Post Meeting Note: Roadshow rescheduled for 3rd November in hope if improved footfall.

- 5.0 **Progress Update PPG aims and actions**
- 5.1 **Methotrexate** – DC still ongoing. GPs not enthusiastic about extra work.
Action: PW to write to Linda Lord, Chief Pharmacist, WS CCG to express concern.
- 5.2 **Flu clinics** – Feedback from 22/9/18. PW says went well until the over 65 flu vaccines ran out, the surgery gate was closed, and patients turned away. More flu vaccines are being delivered and should be available for clinic 3/11/18. PPG volunteers available for the clinic.
- 5.3 **Information Sharing** – PW will send an email asking for volunteers and DC will print more forms, mid-November looks to be the best time (after October half term and before Christmas).
Action: PW to progress
- 5.4 **Patient Revolution** email feedback. PW thought the feedback was “sanitised”. EC thought it was okay and DC ? was impressed by the Disabilities speaker.
- 5.5 **NHS 70th Tea Party** – We now have the PPG pens from Sudbury Office Supplies. DM suggested it would be a good time to give them out at the Information Sharing week in November.
- 5.6 **PPG Notice boards** – New display board going up in HH, so PPG board might need moving. Health Awareness Calendar – Themes suggested so far: -
- | | | | |
|------------------------------|----|------------------------|---------|
| January – Mental Health, | | February – Heart, | SB / EC |
| March – Epilepsy, | SB | April -??, | |
| May - Dementia/Alzheimer’s, | | June – Carers, | |
| July – Skin Cancer | | August – COPD | NH |
| Sept – Blood/Organ donor | | Oct – Back care ?? | |
| Nov -Men’s Health / Movember | | Dec – Obesity/Diabetes | |
- Action: Agreed PPG members responsible for specific notice boards should put their contact details on their boards. EC Clare, MC / WS Bures, PW G. Cornard. DM HH / ML.**
- 5.7 **PPG Guide to “On-Line” services** – No discussion on this item. PPG guide attached.
- 5.8 **Patient Access – new on-line format** - patients can book appointments via this service and look at their records but only what has been ‘coded’. Unable to request prescriptions via Patient Access due to complexities of different sites and pharmacies.
- 5.9 **Transport & Pharmacy Press info** – There is a Chambers timetable on-line, but it needs updating with new prices (£4.60 single to Bury St Edmunds and £8 return).
Action: PW to update and distribute transport schedule (attached).
Suffolk Free Press are still printing pharmacy opening times.
- 5.10 **Newsletter & Did You Know – feedback** PW producing another newsletter, has some space if anybody has anything to add. PW investigating AAA service (see attached). DC suggests sexual health services.
- 5.11 **Sudbury Area Support Groups -**
Breathe Easy Singing– NH says Breath Easy now has a singing session, the first one being last Wednesday. It was a great success and very enjoyable.
Future sessions to be on Mondays at 10.00 am – see attached flyer.
- 6.0 **Patient Experiences**
HH Telephone System - EC phoned for an appointment and Dr Cook was still saying “as the holiday season approaches”. **Action: DC to change**
- 7.0 **Agenda for next meeting**
Teresa Farley is speaking at the next meeting. She has asked for some thoughts on how their interaction could benefit patients.
Post meeting note: Teresa Farley has left her post. Hayley Charman, CCG’s communication and engagement officer to be invited to December meeting instead.
- 8.0 **AOB** - Tom Osborn from OneLife will be speaking at our next meeting on the 13th February
- 9.0 **Future Meetings** – 12 December, 13 February, 10 April, 12 June & 14 August at 2pm