

**Sheepcot Medical Centre**  
**Minutes of PPG Patient Meeting on Monday 2nd December 2019**

**Present**

Stephen Hill (chair)  
Jack Alvarez  
Sharon Carter  
Andy Glodowski  
Krystyna Glodowska  
Brenda Hall  
Steve Macaulay (secretary)

**Apologies for absence**

There were no apologies of absence.

**1. Review of previous meetings**

Stephen thanked Brenda's husband for installing the new disabled parking signs. There was discussion on the addition of further disabled signs on the tarmac of the parking bays. It was agreed that Steve would approach Liz or Teresa to see if the PPG could speak to the landlord about this to progress it.

There was discussion about a proposed patient leaflet on key patient issues and the practice's response. It was agreed that this will be raised for further discussion at the next PPG practice meeting in January.

**2. Updates and items for discussion**

**2.1 Welcome to new PPG members**

Stephen welcomed Andy Glodowski and Krystna Glodowska to the meeting as new PPG members. Steve said there were potentially two or three other new members whom it was hoped would join the next PPG patient meeting. It was important that the PPG continue to attract new members, particularly those who represented a wide cross-section of the patient community.

**2.2 Proposal for cancer awareness workshop for PPG members**

The CCG had proposed that a two-hour workshop session on cancer awareness be made available to PPGs. Whilst in principle it seemed a good idea, Jack had tried to ascertain further details and as yet they had not come back to give him this information and it appeared

doubtful whether it would be available before Christmas. It was known that quite a few other PPGs had felt it was a good idea. There was also a possibility of the PPG being invited to patient workshops to increase their level of knowledge, for example one on diabetes.

### **2.3 Developments in North Watford primary care network, including staffing**

Teresa had informed Steve that an appointment of social prescribing champion had been made, but as yet there was no information on the appointment of a clinical pharmacist. The meeting discussed the purpose of these two roles and felt it was right that further details be furnished when available, particularly in the social prescribing champion role where input and support from the PPG had been requested. We are advised that the clinical pharmacist role is work closely with the practice in supporting medication changes in line with CCG Guidelines, possibly face to face with patients if appropriate, and supporting a variety of administrative tasks. Little was known as yet on the future workings of the primary care network, for example would appointments be shared between practices, and what use would be made of other shared resources.

### **2.4 CCG view on levels of PPG effectiveness: where are we now? Where do we want to be?**

There was discussion on the CCG consultation currently circulating for practices to assess their PPGs against defined criteria of effectiveness and, if it was agreed at CCG level, to receive incentive payments depending on their category of effectiveness: base level (bronze), to silver and the top level, gold. It was likely that this process would take effect in April next year. There was discussion about who assesses the levels and also whether the PPG would have a say in how any incentive payments would be spent.

Steve felt the two areas that could be strengthened in the Sheepcot PPG were a much broader spread of members with diverse backgrounds and also an increase in the volume and quality of two-way communication with patients. In connection with this, the proposed quarterly newsletter would be an important step forward in bridging any communication shortfalls with patients as a group.

The draft newsletter that Liz had circulated was discussed and some suggested small amendments made. The group felt that a wide circulation was important, for example having an agreed email circulation list, making the newsletter widely available in the waiting rooms and on the website.

Steve agreed to circulate to all PPG members the draft CCG document on PPG effectiveness criteria.

### **2.5 Increasing use of Patient Access**

The PPG will continue to support Jack's Patient Access information sessions in the waiting rooms, also the patient quotes on the waiting room plasma screens on the benefits of Patient

Access. Currently, even though patients sign up to Patient Access, many do not always make full use of the services available.

### **3. Any other business**

Jack explained that his university work on Monday afternoons would mean that for the next several months ahead he would be unable to attend face-to-face PPG meetings. However, he agreed to continue to contribute outside the sessions by email and other means.

### **4. Dates of future meetings**

The next PPG practice meeting is on 27th January 2020.

The next PPG patient meeting is on 10th of February 2020.