

Sheepcot Medical Centre

Minutes of the meeting of the PPG patient group held on 24th September 2018 at 6pm

Attendees

Steve Macaulay (Chair)
Jack Alvarez
Sharon Carter
Brenda Hall
Stephen Hill
Barbara Johnson

1.Apologies

There were no absent members.

2.Minutes of previous meeting

The minutes were accepted.

3.Matters arising

Patient survey report back

Steve had agreed with Teresa she would put together the Practice's response to the 2818 patient survey. This would then be made available on the Practice website, alongside the survey overview. In conversation with Teresa, Steve had discovered that in response to patient concerns about the lack of appointments available, more appointments had now been made available.

Visibility of suggestion box

Brenda has been away, but will soon attend to making the suggestion box more visible, along the lines of the attractive PPG noticeboards.

4. PPG website: possible future external hosting

At the last PPG Practice meeting, Dr Jackson suggested that the PPG examine whether it could host a separate PPG website which would be linked to the main Sheepcot site. The meeting discussed options available to do this and all practicable ones involved spending money, which would need to be made available through the Practice. Steve agreed to raise this with the Practice.

5.Phone-in conference calls for future PPG meetings

Steve had investigated using a conference telephone for patients to dial in at future PPG meetings, but unfortunately he is not able to get the one he bought to work in the Practice setting. However, we will continue to explore using an extension lead

from Teresa's direct line telephone with a view to holding the PPG meeting in the small staff lounge next to the main meeting room. This is because the main meeting room has no external direct dial access.

6. PPG distribution of leaflet for Carers in Herts

Two members of the PPG, Brenda and Sharon, distributed leaflets for carers to those patients who were waiting for the flu clinic. Quite a few leaflets were handed out and their relevance to individuals' issues was discussed. In addition, Jack had handed out a number of leaflets while talking to patients about signing up to the online access system. For future meetings, Steve and Barbara would cover the clinic on 6th October and Stephen and Brenda would cover 20th October. It was suggested that for the future we should be given badges to indicate that we from the Sheepcot PPG.

7. Proposal for local networking meeting of PPGs: an approach by Bridgwater surgeries

The PPG at Bridgwater surgeries had approached Sheepcot with a view to setting up a local networking meeting of PPGs. It was agreed that we would have an initial meeting to investigate how useful this was for us. One concern was that topics of general interest must be discussed, not ones specific to one surgery alone. It was likely that if the initial meeting was successful, once a quarter would suffice.

8. Update on PPG network development meeting

Steve attended a CCG sponsored local PPG network development meeting recently and he fed back, for information only, issues raised by the CCG and discussed there.

Patient Choice: Work was being carried out on setting up streams of experts to target where a particular patient should be directed.

Participation strategy: work was being undertaken to examine how best to deal with participation and consultation.

Extended GP access: the Watford trial of extended GP access had been rolled out across the whole country, effective 1st October, so that outside normal hours Monday to Friday evening and weekend appointments would be available nationally. Steve undertook to try and find out some more information about how GP extended access was working in Watford.

Volunteer care support (Breakaway): some voluntary support was available to carers, initially largely in Eastern and North Hertfordshire.

Local approach to NHS 111: resources and new approaches were being implemented locally to offer more integrated urgent care. Uniquely, locally a GP was available 24/7 to prescribe to patients and to go out to their homes where necessary. In

addition, consideration was being given to adding in extra resources to the NHS 111 team, for example a mental health specialist. Online diagnostics were now being offered as a first port of call for patients. Also on trial were the use of WhatsApp videos and interactivity online. The effect so far has been to reduce the number of ambulance calls and to service patient needs in a variety of means other than going to hospital A&E.

Prescription waste: a working party has been set up to reduce substantial prescription waste-currently in Herts and Essex this amounts to £7 million annually.

9. AOB

The flu clinic held on 22nd September

The flu clinic on the 22nd September had some 400 attendees and it was widely felt that there were shortfalls in the level of organisation and execution necessary to deal with such numbers of people, some of whom were frail. Two PPG members present reported that there were long queues, with people standing in a queue for up to 45 minutes. Steve and Brenda will take up these matters with Liz so that the Practice can put in place more robust plans for future clinics.

MJOG app

PPG members felt they were not clear of the relevance and value of the MJOG app. which is currently being publicised. This will be raised with Teresa, who should be able to assist us.

10. Next meeting

PPG Practice Meeting 19th November

PPG Patient Meeting 26th November