

The Garden City Practice – Patient Participation Group Meeting 7 – Tuesday 4 November 2014

In attendance: Sarah Ellingworth, Tony Powell, Tony Baird, David Ball, Janet Gibson, Rupen Shah, Tracey Coughlin, Dr Tina Archdeacon, Sarah Gaynor, Martin Norman, Shev Smith

Apologies: Natalie Cox, Robert Frost, Pamela King, Suzanne Meenan

14.52. Welcome

DB welcome new members to the group – Tony Powell, Suzanne Meenan, Robert Frost and noted the resignation of Debbie Lane-Stott. Members introduced themselves to the group.

14.53. Minutes of Meeting 2 September 2014

The Minutes of the last meeting were approved and signed.

14.54. Matters arising

The actions from the last group had been dealt with as follows:

- Terms of Reference – RS had completed this for submission to DB.
- SE confirmed that the Friends and Family test slips would be set up in Practices. The supplementary question would ask patients to comment further to their response to the set question ('would you recommend this Practice to friends and family'). The aim is to ask people to complete the form at the time of their visit rather than taking it away. The returns would be analysed and details submitted to NHS England on a monthly basis. DB offered assistance with the analysis. TP asked if the results would come to the group. SE confirmed that this would be helpful.

14.55. Declarations of interest

No declarations of interest were declared.

14.56. Reports from Patient Commissioning Group 1 October 2014

DB gave a brief background to the PCG to new members. RS reported from the meeting of 1 October 2014:

- Herts Health Walks – a representative had attended the meeting to give a talk on these 55 structured walks that take place County-wide for all age ranges. Some 37,000 people had attended. TP advised that there is a local walking group, funded through Finesse. TP offered to send details which could then be included in the Practice newsletter.
- QEII update - ~140,000 leaflets had been posted about the new structure of the QEII and its services, although it was noted that receipt of the leaflets amongst the group was sporadic. There had been local press notices, road signs and local events to communicate the changes. MN will send a weblink, which comments on the hospital, to SE to circulate to the group.
- Big Top event – the event on 18 November in Ware was discussed and MN offered to represent the group and attend. JG will advise Mark Edwards.
- CCG AGM – to take place in November.
- Local bus services – a representative had given a talk on local bus services and potential cuts. The proposed cut to the WGC – Stevenage service had been withdrawn.
- Local PPGs - a discussion was had on how best to share ideas between the groups noting that ideas from separate PPGs were very useful to all other local groups.

14.57. Project Updates

(a) Healthy Lifestyle

TB and MN are working on this. MN had located all local pharmacies and obtained details on opening times and services offered. MN has drafted a letter for the group as an introduction to patients on what pharmacy services are available locally. The

group thanked MN for the time and work put into the letter which will be considered and discussed at the next meeting. DB asked MN to provide him with an electronic copy that he could circulate to the group. DB asked that all feedback is sent to MN, copied in to SE and DB. TB further discussed the idea of putting together a flyer on 5/19 local pharmacies. TB, NC & SG will discuss directly with the pharmacies concerned.

(b) Unplanned Hospital Admissions

SE advised that there is currently a major focus in the locality by all healthcare providers concerning unplanned hospital admissions and visits to A&E. The Garden City Practice historically has a high number of A&E visits but it is noted that there is a current trend for these figures to reduce and it is hoped that further communications regarding such services as 111 will further help to reduce this issue. TC offered to help with this working group.

(c) Virtual Group

DB gave the background to this. SS mentioned that the aim is to get a list of patients to help with specific feedback on issues via email rather than having to attend meetings, thus lowering the commitment of such members. SS is looking for other Practice experience. There had been a notice displayed in the surgeries but no response had been received. The group discussed how best to address this and it was suggested, by Dr Archdeacon, that a note be put on the Friends and Family slip asking for such members. The group also considered ideas such as the newsletter and repeat prescriptions as suitable means for a note to be made.

DB noted that another PPG had asked how we would be communication with virtual members given the constraints of NHS email systems. The group will be in touch with them as this particular group had identified 190 possible such members as their guidance on how to reach such numbers would be valuable. DB & SS to discuss.

(d) Flu Clinics

DB had attended the clinic in October at Knightsfield. JG and TB had attended the clinic in September at Guessens Road. It had been a very useful exercise both in disseminating information and meeting patients with some new members to the PPG signed up. The Practice newsletter had been particularly well received and it was noted that ~300 people were seen. TC volunteered to help at the flu clinic on 8 November. MN might also be available to help. DB passed thanks to the Practice for their hospitality. A discussion was held on the limitation of the flu clinic demographics and as a separate point SE confirmed that all those eligible for a flu jab were contacted by the Practice.

TC suggested that Practice reception staff wear badges saying 'ask me re....'. SE will discuss this at a team meeting in the Practice.

(e) Did Not Attend Appointments

Dr Hanak had discussed this at a previous meeting as a potential project for the group. SE advised that ~37 appointments are DNAs each week. This amounts to ~3% of all appointments and the Practice are currently looking at ways to tackle this.

14.58. QEII Signage and Art

JG advised that she had attended a meeting at Charter House. This was attended by the NHS team and the architects of the new QEII hospital. It is felt that the signage has been well thought through with a colour coding scheme to be in place as the framework for directions. There is to be a limit on the amount of paper notices on walls/doors to try to keep the main signage clear and obvious. Different textures for floor coverings will be used and a paint scheme also to tie in with the colour coding for each area. The Charter House meeting members suggested that the designs by the architects to display a 3D floor map be simplified to allow for ease of use by all visitors. It was further noted at that meeting that a trial run of the signs could not be carried out after they had been installed because the building would have been handed over to the Trust and no further changes would be made at that point.

14.59. 111

SS discussed a personal experience of 111 when he had called during Practice opening times to be told that clinicians were only available out of Practice opening hours. There was concern at this as SE confirmed that all literature shows and expectations are that 111 is a 24 hour clinician covered service. SE will escalate this particular case via the CCG channel as a matter of concern. DB advised that this would also be taken to the PCG.

14.60. Planning for the AGM in January 2015

The group supported the suggested structure in the paper submitted by DB but the date of the AGM was changed to Tuesday 13 January at 19.00 (previously 6 January). DB confirmed that he, RS and JG were happy to stand for another year in post to keep things going but that it might be sensible to make provision for change after that. A structure for the group would be considered in 2015. TP asked if there is any national group guidance which might be helpful in this. RS suggested that the AGM be held at Charter House and there was discussion on how best to advertise this meeting. The newsletter, website and notice boards will all contain information.

14.61. Any other business

- The PPG has been invited to attend a Patient and Carers event in Ware on 18 November. MN agreed to represent the group. JG to let Mark Edwards know
- DB reported he attended a meeting of the Welwyn Hatfield Health Working Group. He will now represent the PCG on that group and report back on regular basis.
- SE reported on a new budget allocation to the Practice. Plans to provide a self-assessment pod were supported by the PPG

14.62. Dates of future meetings

Tuesday 13 January 2015 (AGM)
20 January 2015
10 March
12 May
14 July
8 September
10 November
12 January 2016 (2nd AGM)

ACTIONS

- **MN to circulate weblink to group for QEII hospital**
- **MN to provide DB with an electronic copy of the draft letter re pharmacies to be circulated to the group**
- **TC to join 'unplanned hospital admissions' working group**
- **Virtual group notice to be added to Friends and Family slip**
- **TC and possibly MN to help at flu clinic on 8 November**
- **DB & SS to contact Peter Wilson re recruiting of virtual group members**
- **SE to contact CCG re 111 issue re clinician cover**
- **DB to take same issue to PCG**
- **Notices to be placed advertising the AGM**
- **Contacts to be made re location for AGM**
- **JG to let Mark Edwards know that MN will represent the PPG on 18 Nov**