

MINUTES of PPG MEETING HELD TUESDAY 5 DECEMBER 2017

Present

Maurice Gammell (Chair), Lilian Cross, Nigel Bain, Trisha Clough, Jean McLaughlin, Christine Bewley, Pamela Davis, Angela Smith, Sandy Usher-Smith , Lynne Warren, Jan Allen (Carer Champion).

1. Apologies

Martin Connolly, Eric McLaughlin, Audrey Sparkes and Kieran Sansom

2. Matters arising from the Minutes - No matters arising apart from below:-

- i. **Extended Access - Spring House** – LC explained that to conform with NHS' requirement to provide primary care services in the evenings and weekends the new Extended Access will be run out of Spring House Medical Centre (Ascot Lane). This will be the hub for the Welwyn and Hatfield area and will start on 1.4.18. Maurice reported on the survey that was taken with regards to this and made the comment that only 3% of the population targeted replied!
- ii. **Flu Vaccination** – Still ongoing and as required, but nothing more to be done.
- iii. **No Shows** – The committee were still unhappy with the number of patients who did not turn up for appointments in spite of actions taken by the surgery to minimise that. It felt more robust action should be taken against these patients. It was agreed that NB and MC would take this up with the CCG.
- iv. **Telephones:** LC to speak to MJOG with regards to the clumsy way people have to reply to SMS messages- not user friendly
- v. **Web Site** - LC will look at this and tidy it up.
- vi. **Patient Story** – Angela will undertake to write her story and pass to Nigel and LC for action.
- vii. **A-Board to provide more impactful monthly information.** Nigel is ready to go with leaflets and posters. This will be done on a month by month basis and will be maintained by Nigel (he may need a second in command)

3. PCG meeting 4th October- Attended by MC and NB- MG disseminated the information:

- I. The Extended Access project would be funded at £3.34 per patient.
- II. Locality Clinicians meet regularly but the format of these meetings need addressing.
- III. There is a shortage of GP's, 41 retiring in the next 5 years and a vacancy rate of 30 to 60.
- IV. NHS England now assessing the quality of CCG's by their Websites.

4. CCG Meeting - Nigel and Sandy attended

- i. Patient help group – Martin to take on.
- ii. Presentation from voluntary organisations.
- iii. Patient Transport leaflet out of date – Nigel will do another one.
- iv. Complaints leaflet – Nigel to change

Maurice thanked them both for attending this meeting.

5. Radiotherapy Consultation-

The CCG announced that NHEngland had launched an 8 week consultation paper on radiotherapy services as it was intending to spend £130 million on equipment to modernise the service and make it more accessible.

The CCG had previously highlighted inequities of delivery in its area and stated that the main pathways for the Bedfordshire and Hertfordshire population was through Addenbrooke and Mount Vernon with Mt Vernon being 54% below operating standard and 24% below national performance, and Addenbrooke fairing slightly better at 26% below operating standard and 4% above the national performance. The CCG had felt that any money spent should bring about a fairer and more flexible redistribution of the radiotherapy resources across the whole of the eastern region, and increase cross border referrals .

A request for an informed feedback had just been sent to the members of the PPG.

Nigel, as well as a few other PPG members who had accessed the website link, felt that the survey was very difficult to complete and could not be answered by a person who had not used those pathways.

After much discussion it was agreed that:

1. It was inappropriate for the PPG to give a collective response as most members had not been cancer patients and could not comment.
2. It was inappropriate for the surgery to circulate this questionnaire to its cancer patients. This was a NHS initiative
3. Mark Edwards should be emailed to point out how difficult it was to complete this survey if you had not been a cancer patient, and that the survey was targeting the wrong audience.

6. Carers -

Jan reported back on the recent afternoon tea she and Audrey had organised for carers. She thanked Trish, Lynn, Pam and Audrey for their help. Jan felt that she would like more support from the Men in the PPG as two men-carers attended.

It was held on "Carers Rights Day" at the North Mymms Social Club and was well worth doing as 7 people attended. It was agreed that this had been a successful start and should be repeated regularly. It was also agreed that the venue was right. However it emerged that the social club needed all the "guests to pay £1.00 per person and the committee agreed that this was not what was wanted from this group.

It was suggested to try the Sibthorpe Pub for the next meeting, or go back to the NMSC and partake in one of their Themed lunches. It was agreed that the next one should be arranged before March 2018. Sandy offered her house for an afternoon tea (thank you from the floor). Trish suggested that we could hold a Raffle next time with prizes to be donated by the Surgery or the PPG.

7. Appointments—Maurice, who had also received similar comments from other patients, brought up the subject of trying to make an appointment with a preferred doctor within the prescribed 3 week slot. The outcome was always the same. The patient would be told by the receptionist that there were no available appointments and the diary was full, and recommended that the patient should call back 3

weeks later, at which time the same situation occurred and the undetermined cycle continued, hence never allowing that patient to see his/her required doctor.

It was agreed that LC would talk to the Partners to see if the appointment system could be reviewed and made to work better. LC agreed to speak with the staff with regards to the way they explain the future appointment system.

8. **Future Projects** - Once again Maurice raised the issue of what future projects should be undertaken by the PPG. It was agreed that the members and the clinicians should think about this and come up with suggestions at the next meeting.

9. AOB -

- It was agreed to carry forward the discussion on aggressive patients and the surgery's protocol on how it handled such situations.
- Nigel passed round a leaflet re " Help your GP to Help you". He was asked to bring it up at the next meeting as there was no time left to discuss it.

10. Update on Practice – Marilena Nicou (Registrar) left – Hannah Kirkman joining us. We would also like to welcome our two new nurses – Fiona Jones and Abigail Williams.

11. **Finally:** MG thanked all the committee members who had attended the various NHS meetings, as well as those who organised the carers meetings, and wished all a Happy Xmas and a healthy New Year

12. Future PPG Meeting Dates– 13/3/18, 8/5/18, 10/7/18, 2/10/18 and 4/12/18.

Since the meeting the first date is now under review and likely to be moved back to 6/3/18