

## **MINUTES of PPG MEETING HELD TUESDAY 13 March 2018**

### **Present**

**Martin Connolly (Chair), Lilian Cross, Nigel Bain, Trisha Clough, Jean McLaughlin, Audrey Sparkes,, Angela Smith, Sandy Usher-Smith , Jan Allen (Carer Champion).**

### **1.Apologies**

Maurice Gammell, Angela Smith,Christine Bewley, Pamela Davisand Kieran Sansom

### **2.Matters arising from the Minutes -**

- i. **Flu Vaccination** – We came 9<sup>th</sup> out of 9 on the patch. Flu vaccines ordered for this year and clinics will be better spaced out. Review this again in August.
- ii. **No Shows** – This is still an ongoing problem and going to be discussed at the partners meeting tomorrow.
- iii. **Telephones:** MJOG unable to change the system
- iv. **Web Site** - LC will take another look at this.
- v. **Patient Story** – Awaiting this from Angela.
- vi. **A-Board to provide more impactful monthly information.** This is now up and running and will now be called the “**Focus Board**”. This will be changed by the PPG on a monthly basis (in liaison with LC) – ideas so far for this year are:-

**Breast Screening**

**Sepsis**

**Extended Access**

**AAA**

**DNA's**

**3. PPG Involvement-** The PPG have been named in our commissioning framework for 2018/19 further information to be disseminated once this becomes cleared - LC.

**4. Meeting with Clinicians-** This meeting took place last week with Martin and Maurice in attendance the following items were discussed with the partners.

1. Increased dwellings planned over the next 5 years – how is the surgery going to develop itself? Or are they interested? It was agreed that we would have to look at ourselves over time but GP retention was an issue Nationally. The PPG gave offered expertise in Business planning for the future. This is appreciated and Martin will keep an eye on the local development plans and is aware that we are interested in our future.

**5. Extended Access** - LC explained that the “Go Live” date is 19 March but it will not be a full service until 3 April (soft launch). Appointments will be available every week night from 6.30 pm – 8.00pm, Saturday from 8.00am – 4.00pm and Sunday 8.00am – 12.00 noon.

This is a Government/NHS initiative and will be available to all patients in Hertfordshire by the middle of October.

Welhat are the first area to go live. This is being set up by our local federation (Ephedra). There are 9 practices involved in the Welwyn/Welwyn Garden City and Hatfield area with around 120,000 patients involved.

The idea is that working people can have access to a GP or Nurse outside core working hours. This will evolve over the next 2 years and we will eventually have 2 hubs – one in WGC (held at Spring House), the other one will be decided in the future.

**6. Rapid Response**- This is a new service to Welwyn Hatfield and it has been set up to improve immediate care pathways i.e. Social/Nursing/Mental Health are able to assess people in their own homes and arrange immediate response to some of these problems, hopefully to avoid unplanned hospital admissions/early discharges from hospitals/respite.

**7. Appointments** - Bridge Cottage have produced a flow chart for patients. This is an excellent idea and we will re-visit this at our next meeting in May.

**8, Cardiology** - no further input

**9. Over the Counter Medicines** - How are we going to address this. JR said with great difficulty as we can prescribe more i.e. aspirin/paracetamol than people can buy over the counter. This will gradually evolve on this.

**10. Palliative Care/End of Life** - We need to get better at recording "Next of Kin". Check to see if this is on the GMS1 forms, If not we could put on our new patient questionnaire

**11. Dementia Support in Hatfield** - Nigel to work with Jan on this

**12. Carers** - Jan/Audrey not happy with having to charge carers to attend social event

Jan checked out the Sibthorpe who wanted to charge £2.00 for coffee/tea.

Audrey has not had time yet to check out the church but feels that there will be no problem holding the tea mornings/afternoons.

Eric has offered to provide the tea/coffee etc.

There is a free place in Hatfield that is for the community [info@hatfieldtown.co.uk](mailto:info@hatfieldtown.co.uk)- LC will email.

Next meeting will be held on Tuesday 8 May, 2018

