



<p>Patient Participation Group Meeting Minutes 12 September 2016 7:00pm at Potton Surgery</p>
<p>Attendees (PPG): John Foulkes, Steve Hemmings, Sofie Hooper (Vice Chairperson), Kasia Hopkins (Secretary), Nicola Jenkins, Mary Robinson, Sue Sheppard-Smith, Ken White (Chairperson), Jean York.</p> <p>Attendees (Practice): Nicola Gauge (Practice Manager), Dr Diana Taine, Dr Sivatharan Vedavanam.</p>
<p>Apologies: Marcia Kaye, Gerry Brunt.</p> <p>Jane Edwards has retired from the Group.</p>

Agenda Items	Minutes	Action
1. Opening statement	Welcome to all from Ken W.	
2. Notes of meeting held on 13 July 2016	The new style of minutes was approved by the majority of PPG members. The list of attendees and apologies were amended and a few stylistic changes were introduced. The minutes were agreed unanimously.	
3. Matters arising from the minutes.	Patient Participation Awareness Week (PPAW) - report The PPAW report would be on the agenda for the meeting with GPs on 19 September with the purpose of establishing an action plan and also feed back to patients.	Nicola G Ken W Sofie H
4. Practice Update	Missed appointments It was agreed that this is an issue difficult to resolve. Patients who are currently registered for the text messaging service receive a text message to inform them of appointment details and then to remind them of their appointment. Those patients would normally also receive a text message if they have missed an appointment. Also, if a person regularly misses appointments or if a family misses a joint appointment (which could mean up to an hour of doctors' time), they would normally be sent a letter from the surgery. In cases where a patient is running late for an appointment and phones the surgery beforehand, doctors will endeavour to see that patient. Appointment location in text messages A reminder text message is automatically sent to patients booking an appointment. However, the text message doesn't currently say whether an appointment is to take place at Potton or Gamlingay.	Nicola G

	<p><i>N.B. This was confirmed by Nicola G as acted on 13 September: “ We have amended the “site setup” on the clinical system so that appointment texts now say Greensands Medical Practice, Potton or The Medical Centre, Gamlingay and hopefully this should clarify the venue for patients.”</i></p> <p>Saving appointment reminders to a smartphone diary Currently the appointment reminder text message does not offer an option of saving the date and time of an appointment to the smartphone’s diary.</p> <p><i>N.B. This was confirmed by Nicola G as acted on 13 September: “We have tested the appointment text confirmations and can confirm that on an iPhone, one can import the date and time into a calendar by holding your finger on the text which then allows the option to share this into your calendar. You will however need to add the narrative, i.e. doctors appointment, as only the date and time are transferrable.”</i></p> <p>Flu vaccination The subject of flu vaccines was discussed in depth.</p> <p>Nicola G confirmed that the flu vaccination supply for eligible patients was received by the Practice today. The Practice’s walk-in flu clinic starts on 24 September.</p> <p>Patients can decide to have the injection at their Surgery or another place of their choice that offers the service. The Potton Lloyds Pharmacy started its vaccination clinic today. It was noted that the Practice has serious competition from local chemists and concern was shown that as chemists do not have the patient’s medical record, there could be an unintended consequence. It is not known why patients chose to have the vaccination done in a pharmacy rather than in the Surgery. It might be due to the national flu immunisation action to invite more people to be vaccinated. Would it be reasonable to consider more advertising earlier in the future, so that more patients are aware of the available options?</p> <p>Greensands staff update It was confirmed that the Practice has now two minor illness nurses and an Emergency Care Practitioner with a paramedic background. The Emergency Care Practitioner will also be assisting with day-to-day appointments and home visits.</p>	<p>Nicola G</p> <p>Nicola G</p>
<p>5. Gamlingay Neighbourhood Plan 2016. Submission to Steering Group previously circulated.</p>	<p>In response to the presentation given by Rachel Lee and Julia Barker at our PPG meeting on 13 July 2016, Ken W submitted the PPG summary document for consideration by the Steering Group, as requested.</p> <p>Nicola J informed us that a Neighbourhood Plan survey from the Steering Group is to be circulated with the Gazette shortly for those who don't want to (or can't) complete the survey online. The survey relates to how residents wish to see the future development of the village. For further details please see: http://www.gamlingay-future.uk/ .</p>	

	Visitors to Gamlingay Show on 17 September will be invited to complete a short survey as a precursor to the full survey.	
6. Transport schemes	Details of transport schemes available to Greensands' patients will be given to the Ivel Valley Locality of Bedfordshire Clinical Commissioning Group for consolidation into a Group facility. Sofie H and Nicola J are working on this. Sofie H will also arrange for these details to be made public to our patients, either in a pamphlet and/or as a screen notice.	Sofie H Nicola J
7. Flu Clinic campaign	Ken W asked the Practice representatives how the PPG can help and what is required from the Group during the Flu Clinic campaign. A few people volunteered to help during the walk-in clinics. Sofie H and Nicola G will coordinate volunteers for the Flu Clinic campaign. For this year, attendees will report to reception, their details input on the system and they will then be called via a message on the screen to the correct room. In addition to supporting the surgery it was thought a very good time to encourage more patients to join the PPG.	Sofie H Nicola G PPG
8. New matters arising	<p>Nicola J asked Group members for their opinion on defibrillators as Hatley Parish Council is considering whether to purchase one. Several people strongly recommended them. The defibrillator at Gamlingay's Eco Hub has already saved one life.</p> <p>Help for the elderly Sue S-S, Gerry B and Sofie H have researched this subject and will follow up with an information leaflet. A 'Full of Life' Festival for Older People is taking place in The Rufus Centre, Steppingley Road in Flitwick on 6 October 10am - 2.30pm and Sue S-S is planning to attend.</p> <p>Lloyds Pharmacy taking over Sainsbury's pharmacies Sue S-S will also follow up with a summary of the decision on the Lloyds Pharmacy taking over Sainsbury's pharmacies.</p>	<p>Sue S-S Gerry B Sofie H</p> <p>Sue S-S</p>
9. Ivel Valley Group meeting feedback (KAW)	Sofie H will be attending the next Ivel Valley Group meeting. One of the subject items will be a healthy living seminar. Sofie will update us on this once she's attended the meeting.	Sofie H

Programme of Events
<p>Dates of next meetings:</p> <p>Date of next meeting: Thursday 17 November 7.00pm in Gamlingay Surgery.</p> <p>Tuesday 24, Wednesday 25 or Thursday 26 January in Potton Surgery were suggested for January meeting - this was later confirmed by Ken W as Wednesday 25 January.</p>
<p>There being no other business the meeting closed at 8:00pm.</p>