



**Patient Participation Group Meeting Minutes
13 July 2016 7:30pm at Gamlingay Surgery**

Attendees (PPG): Gerry Brunt, Steve Hemmings, Sofie Hooper (Vice Chairperson), Kasia Hopkins (Secretary), Mary Robinson, Sue Sheppard-Smith, Ken White (Chairperson), Jean York.

Attendees (Practice): Dr Daniel Jackson, Dr Katherine May, Nicola Gauge (Practice Manager)

Apologies: Jane Edwards, John Foulkes, Nicola Jenkins and Marcia Kaye.

Phil Cottier has retired from the Group.

Agenda Items	Minutes	Action
1. Opening statement	Welcome to all from Ken W.	
2. Minutes of Annual and Ordinary Meetings held on 12 May 2016	No matters arising. Minutes agreed.	
3. New Matters Arising	No new matters arising.	
4. Patient Participation Awareness Week (PPAW), 6-11 June 2016	<p>Ken W thanked Sofie H for her input into organising the event and Steve H for arranging and sponsoring the venue (the Eco Hub). Ken W also thanked everyone involved for their hard work put into running of the Patient Participation Awareness Week and the Walk and Talk event. Gerry B thanked Sofie H and Kasia H for allowing her to take part in the walk by pushing her wheelchair around Millbridge Brook Meadows.</p> <p>Sofie H suggested we should provide feedback from PPAW to the patients for example by publishing it on Greensands Medical Practice's website or in the Gazette or even by adding some messages to the screens in the surgery waiting rooms. This would build on the initial awareness raising initiative.</p> <p>Sofie H to update PPAW report in light of meeting discussion.</p> <p>Gerry B mentioned that perhaps next year we could try more ways of advertising the PPAW to people who cannot come to the surgeries (e.g. by advertising on BigglesFM Radio). Sofie H suggested that based on this year's experience we could organise a Walk and Talk event outside the PPAW, as it seemed a bit too much for one week. The beginning of June is in general a very active period, with many other activities taking place at the weekend.</p> <p>Patients' suggestions from the PPAW were valuable although some of them might not be possible to achieve straight away due to cost e.g. automatic door in Potton Surgery.</p> <p>Missed appointments issue was discussed in detail and the</p>	<p>Sofie H</p> <p>Sofie H</p> <p>PPG</p>

	<p>following suggestions were made:</p> <ul style="list-style-type: none"> • Educate patients on how many appointments are being missed each month and how much it costs the Practice – perhaps this could be put on the screens? • Dr Jackson said that many people book a check-up appointment only in order to get a repeat prescription (as this is required) or just in case they might need one (because the waiting list is so long) and then they forget to reschedule or cancel it. He also said that there are several people who don't turn up for appointments and quite often they are those who need to be seen most. • Would it be viable for the surgery (i.e. receptionist) to call patients who are running late to check if they coming at all? They could be informed that, if they can't keep the appointment, telephone appointments are also available. • Issue of not knowing or remembering which of the two surgeries the appointment is at. Could the text message reminder specify if it's at Gamlingay or Potton surgery? • Technical question about the Practice's texting system. Can the text message allow saving the date and time of the appointment directly to a smartphone device's calendar? <p>Summarising, the system we currently have in place seems to work fairly well and only needs a few improvements.</p> <p>The subject of how to access help for the elderly people – Sue S-S brought a brochure for Nicola G to look into different services available, for example providing transport to/from the surgeries. Sofie H suggested that she, Gerry B and Sue S-S could get together to talk about elderly care within the area, without taking too much time during the PPG's regular meetings. They are to come back with some suggestions.</p> <p>Any further suggestions for next year's PPAW would be appreciated.</p> <p>Review progress of PPAW - follow up actions at the next meeting in September.</p>	<p>Nicola G</p> <p>Practice</p> <p>Practice</p> <p>Nicola G</p> <p>Nicola G</p> <p>Sofie H Sue S-S Gerry B</p>
<p>5. Practice Update</p>	<p>Ken W said that he was delighted to have received the Potton surgery's Care Quality Commission's Inspection report, it being very positive. Dr Jackson and Nicola G confirmed that the surgery had worked hard for the result.</p> <p>To take the pressure off some of the doctors, the Practice is validating a new system to employ more minor illness nurses or emergency care practitioners who can assess patients. The aim of the Practice is to ensure the workload coming on the day should be dealt with on the same day and not lost in the system. In the future nurses will be able to do a health check for people needing a prescription renewal appointment. The Practice has already started to set up the new system with nurses doing checks. If they triage patients and decide they require more specialised care they can be given an appointment with the doctor.</p> <p>There are usually two ten-minute appointments blocked off in each doctor's diary in a day, reserved for telephone appointments or assessments. Otherwise doctors would normally try to do this in between appointments or at the end of surgery and before</p>	

	<p>undertaking house call appointments. As a pilot, they are also trying to get nurses to triage patients over the telephone, deciding on an appropriate and beneficial action.</p> <p>Dr Jackson mentioned the subject of the electronic prescription service. There is a potential possibility of installing a system of the Practice and patient-nominated pharmacy to receive electronic prescriptions, being automatically printed at the location. This would alleviate the patient having to collect the prescription from the surgery in person. This system would raise the issue that the Practice would have to assign to one particular chemist.</p> <p>Some of the Practice's income derives from its in-house pharmacy, dispensing to patients that live over 1 mile from the surgery. (As not many of the PPG group members realised this – should this information be spread to the patients?) If the Practice signed up to one chemist, it would be locking patients into one chemist and also reducing its own income stream.</p> <p>This also brings back the subject previously mentioned by Sue S-S about Sainsbury's pharmacies being taken over by Lloyds Pharmacy. Sue updated us on the situation by confirming that the Competition and Markets Authority will have a final outcome on 13 August when the decision on this will be made. Sue will keep us updated on the subject.</p>	<p>Practice</p> <p>PPG / Practice</p> <p>Sue S-S</p>
6. Ivel Group meeting Feedback (KAW)	To be discussed during next meeting due to a lack of time.	
7. Open Forum	To be postponed till next meeting due to a lack of time.	
8. Neighbourhood Plan Gamlingay	<p>Ken W introduced Rachel Lee and Julia Barker who joined our meeting for 15 minutes to explain the Neighbourhood Plan (NP), which will determine Gamlingay's development as a community for the foreseeable future (or at least fifteen years). The NP Steering Group is in the course of preparing a short questionnaire for use at Gamlingay Show on 17 September 2016. The provision of health services is a primary concern, with the expectation of a substantive increase in population through housing developments and other supporting builds, thereby putting pressure on the existing medical services. The PPG may therefore be in a situation whereby it can share current areas of patient concern.</p> <p>Rachel L and Julia B explained that the Neighbourhood Plan (Steering Group) is not about stopping development but to determine what's needed for medical facilities when new developments are suggested, to see where we are now and where we should get to in future. The Steering Group invited PPG members to participate in providing feedback on future expectations and direction of travel. They would like to have some feedback from the PPG by the beginning of September. PPG members should consider the possibility of creating new surgery sites, extending where possible current premises or alternatively identify new ways of providing different services as 'satellite surgeries'. Sofie H suggested that we would need to think 10 or 20 years ahead. Can Practice's partners plan this far ahead? Funding of any new future clinical developments needs to be guaranteed.</p> <p>There are over 4900 people living in Gamlingay excluding</p>	<p>PPG / Practice</p>

	<p>surrounding villages that are also served by the Practice. As the numbers are set to rise, we should think about an increasing and ageing population. How do we secure funds to provide better services for the whole area?</p> <p>It was decided to look into the possibility of organising an additional meeting on this agenda item.</p> <p>The Practice has decided to submit a separate submission, which will be shared with the PPG beforehand.</p> <p>The PPG officers will draft a submission for input by the PPG members.</p>	<p>Ken W / Sofie H</p> <p>Practice</p> <p>Sofie H</p>
9. Any other business	There is a new defibrillator in the Eco Hub in Gamlingay.	

Programme of Events
<p>Dates of next meetings: Agreed date Monday 12 September 2016 (Potton Surgery) at 7:00pm (please note change of start time). Tuesday 15 or Thursday 17 November were proposed and the date of Thursday 17 November was selected. Suggestion of future meetings to happen at 6:30pm or 7:00pm instead of 7:30pm. A majority agreed to 7:00pm.</p>
There being no other business the meeting closed at 8:30pm.