



<p>Patient Participation Group Meeting Minutes</p> <p>17 November 2016 7:00pm at Gamlingay Surgery</p>
<p>Attendees (PPG): Gerry Brunt, Steve Hemmings, Sofie Hooper (Vice Chairperson), Kasia Hopkins (Secretary), Nicola Jenkins, Marcia Kaye, Adrian Miller, Jean York.</p> <p>Attendees (Practice): Nicola Gauge (Practice Manager), Dr Drake.</p>
<p>Apologies: John Foulkes, Mary Robinson, Sue Sheppard-Smith, Ken White (Chairperson).</p>

Agenda Items	Minutes	Action
1. Opening statement	Welcome to all from Sofie H and especially to the new member Adrian Miller. Apologies were received from Ken W.	
2. Notes of meeting held on 12 September 2016	Notes have been approved and will be forwarded to Nicola G for publishing on the Greensands' website.	Nicola G
3. Matters arising from last meeting	Sofie H or Ken W will be attending the next Ivel Valley Patient Participation Network Group meeting on 14 December 2016 at Warren Court, Chicksands on behalf of Greensands PPG. We are to expect an update on this meeting by our January PPG meeting.	Sofie H /Ken W
4. Practice update	<p>Dr Katherine May Nicola G reminded all that Dr Katherine May is expecting a baby in January. She is due to be on maternity leave between 1 January and 30 June 2017. The Practice arranged locums to cover for Dr May's clinics. Currently two candidates have applied for the part-time GP vacancy.</p> <p>Nurse Margaret / Nurse Julia Nurse Margaret who has worked for the Practice for 16 years will be leaving on 30 December to progress her career further. We wish Margaret every success for the future. A new nurse, Julia Fisher joined the Practice team on 7 November and is now in training with Margaret. Julia has previous experience working as a District Nurse in our practice area and also as a Diabetic Specialist Nurse.</p> <p>Emergency practitioner Darren An emergency practitioner Darren, who is currently working three afternoons a week to help out, has also recently joined the Practice.</p>	

<p>5. Flu Clinic campaign</p>	<p>Ken W in his discussion document emailed to PPG members on 12 November entitled 'Synopsis of Greensand's 2016 Flu clinic operation' thanked all PPG volunteers for supporting the Practice at both surgeries in the recent Flu Clinics. All sessions ran smoothly and the nurses seemed appreciative of the support.</p> <p>Nicola G confirmed that the local pharmacies combined together dispensed 276 flu vaccines this year (this is up from 236 last year).</p> <p>It was noted that this year the Practice faced strong competition from local pharmacies and other GP surgeries that advertised their own flu vaccination clinics. In future, Greensands Practice's flu clinic could benefit from more local press coverage of the vaccine programme. Perhaps we could look into what the competition did this year and implement a few new ideas ourselves for next year. We should try to plan further in advance with publicity in all possible media formats including email, text messaging and social media. Adrian M stressed the importance of social media in attempting to communicate with the public. Kasia H offered to discuss the possibility of creating a Practice's Facebook page with Nicola G. Gerry B suggested that perhaps Biggles FM radio station could be used to spread the word. Nicola J suggested that perhaps we could also consider advertising more in the local villages.</p> <p>Summarising, it was agreed that this year's Flu Clinic campaign 2016 was a learning curve for Practice and the PPG. It was suggested that we could organise a non-official meeting to agree on some points to suggest new ideas for the Flu Clinic campaign to be able to cover all the needs of the hopefully enlarged 2017 Flu Clinic.</p>	<p>Kasia H /Nicola G</p>
<p>6. Older People's Network</p>	<p>Sue S-S will be attending an Older People's Network event on 30 November at Priory House, Chicksands. The Central Bedfordshire Older People's Network seeks to promote the inclusion and integration of older people living in the various communities of Central Bedfordshire, to promote equality of access to information and services; a positive attitude to ageing and an enhanced quality of life.</p> <p>It was suggested that the PPG could produce a leaflet summarising local services available for the elderly and disabled in both Bedfordshire and Cambridgeshire areas. The leaflets could be left in both Potton and Gamlingay receptions and waiting rooms for anyone interested to take home. A few local organisations were mentioned e.g. Potton Consolidated Charity that commissioned Bedfordshire Rural Communities Charity (BRCC) to undertake a survey into the needs of older people living in Potton. From the findings of this survey, the post of Potton Community Agent was created. Andrea MacAdam is a Community Agent covering Potton area. We agreed that anyone who can contribute information, links or suggestions to help compile a leaflet should send them to Sofie H and we will then summarise all for the next meeting.</p>	<p>Sue S-S</p> <p>PPG</p>

7. New matters arising	<p>Hospitals referrals issues It was brought to our attention that hospitals sometimes refuse to accept new patients. The NHS website states that “If you are referred for your first outpatient appointment then in most cases you have the right to choose which hospital in England to go to.” ...”This choice is a legal right, if you are not offered a choice at the point of referral, ask your doctor why and say that you wish to go through your options. If you are still not offered, or refused, a choice, contact your local CCG.”</p> <p>However, it has been reported that if patients need to be seen by a specialist in a hospital, the GP informs them that they aren’t always able to go to a hospital of their choice. Dr Drake explained that sometimes this happens when a certain specialised service, e.g. that of a heart specialist, is required as this might not be available in a particular hospital. Also, Nicola G explained that this could be happening because CCG needed to make difficult decisions to ensure the correct funding is directed to the right area. Nicola G asked for ‘Individual funding requests’ to be added to the next PPG Agenda so she is able to explain how funding is decided.</p> <p>Patient Participation Awareness Week (PPAW) report PPAW is due to take place again in June (second or third week TBC). Sofie is to prepare a report for our next meeting, with the purpose of establishing an action plan and also feed back to patients. This subject is also to be added to the Agenda for our next meeting.</p>	Nicola G Practice / PPG
8. Open Forum	Gerry B mentioned the launch on 7 November of the global effort to ‘Colour the World Orange’ to raise awareness of complex regional pain syndrome (CRPS) by CRPS. This is part of NERVEr, an International Nerve Pain Awareness Month to bring awareness to 150 plus conditions that have nerve pain as a symptom (including RSD, CRPS, diabetes, neuropathy and more). Trafalgar Square fountains, Blackpool Tower, Swindon Library, the Eiffel Tower and St Mary the Virgin Church in Gamlingay were all symbolically lit orange to support this cause. Gerry B has some orange ribbons available to anyone interested in having one to support the cause	Gerry B

Programme of Events
<p>Dates of next meetings Wednesday 25 January 2017 in Potton surgery. Tuesday 28 March 2017 in Gamlingay surgery. Wednesday 17 May 2017 in Potton – annual general meeting to take place in May too.</p> <p>Events Second or third week in June 2017– Patient Participation Awareness Week</p> <p>There being no other business the meeting closed at 8:10pm.</p>