



**Patient Participation Group Meeting Minutes  
25 January 2017 7:00pm at Potton Surgery**

**Attendees (PPG):** Steve Hemmings, Sofie Hooper (Vice Chairperson), Kasia Hopkins (Secretary), Nicola Jenkins, Marcia Kaye, Sue Sheppard-Smith, Larry Smith (Guest), Ken White (Chairperson), Jean York.

**Attendees (Practice):** Nicola Gauge (Practice Manager), Dr Sivatharan Vedavanam.

**Apologies:** Gerry Brunt, John Foulkes, Adrian Miller, Mary Robinson.

Agenda Items	Minutes	Action
1. Opening statement	<p>Welcome from Ken W to all members and guest Larry Smith.</p> <p>Ken W announced that John Foulkes had decided to retire from the Group due to recently undertaking some further commitments. In a recent email conversation, John F asked Ken W to convey his thanks to all members for their support. On behalf of the PPG Ken W thanked John F for his contribution throughout the period of his membership, especially during tenure as Chairperson, and wished him all the best in the future.</p>	
2. Matters arising from last meeting	<p><b>a) Ivel Valley Patient Participation Network Meeting (PPNM) (see email dated 20 December 2016)</b></p> <p>Ken W attended the meeting on behalf of our PPG Group. The minutes of that meeting were distributed to all members via email on 20 December 2016. During the meeting a guest speaker Sarah Robson gave an explanation of the Independent Funding Review (IFR) Process. "An Individual Funding Request (IFR) is a request to a Clinical Commissioning Group (CCG) (formerly a Primary Care Trust (PCT)) to fund healthcare for an individual who falls outside the range of services and treatments that the CCG (formerly PCT) has agreed to commission. ... Such requests should not be confused with decisions that are related to care packages for patients with complex healthcare needs which include Continuing Health Care packages of care." Sarah R gave assurance that any issue concerning a cancer diagnosis would definitely not go through an IFR process. (More information about the IFR was shared by the Practice in point 2e) below.)</p> <p>It was concluded that the health system needed the change as it would not be sustainable if there was no control over demand, given an increasing ageing population and more people living with complex conditions. The proposed 'traffic light system' was introduced to eliminate procedures that are not urgent, for example 'red' is allocated</p>	

	<p>to any procedure that automatically falls outside the criteria such as cosmetic surgery, unless a serious medical condition is associated. It was concluded that the newly introduced process will bring plenty of challenges for patients, GPs and consultants. However, there is no capacity within the system to provide those services which is why this difficult decision had to be made.</p> <p>Sofie H asked if there was any mention of the Older People’s Network and Ken W said that this subject was not discussed at the meeting.</p> <p><b>b) The Flu Campaign follow up – social media</b></p> <p>This subject has been provisionally discussed and it was agreed that Nicola G and Kasia H will arrange to meet within the next few months to discuss the option of setting up a Facebook page for the Practice so that this year’s Flu Campaign can be better advertised to a wider range of patients.</p> <p>Larry S asked if the Practice had a patients’ email address database. Nicola G said that this was not possible due to a requirement for an email replying system which was currently not achievable. However, a fully functioning text messaging system was already in place. Larry suggested that perhaps the Practice could try ‘broadcast text messaging’ to advertise important events like the Flu Campaign. This could include texting links to the Practice’s social media pages for more information. This subject is already under consideration as part of the wider advertising campaign for the next flu campaign. The extent of linking it to social media will be reviewed fully once the Facebook page has been set up.</p> <p><b>c) Older People’s Network</b></p> <p>Sue S-S attended the Older People’s Network (OPN) event on 30 November at Priory House, Chicksands. One of important subjects discussed was looking after older people at home. The issue of lack of hospitals within Central Bedfordshire was also raised, which means that patients are being sent to other areas like Hinchingsbrooke Hospital in Huntingdon which is often difficult to get to. Most people attending the last OPN meeting work in healthcare or caring but hopefully as the Network becomes more popular more of the general public will attend. The next meeting was due to take place on 20 February 2017 between 9am and midday at The Incuba, 1 Brewers Hill Road, Dunstable, LU6 1AA. For more information please see the Central Bedfordshire website: <a href="http://www.centralbedfordshire.gov.uk/health-social-care/adults-older-people/activities/older-peoples-network.aspx">http://www.centralbedfordshire.gov.uk/health-social-care/adults-older-people/activities/older-peoples-network.aspx</a>.</p> <p><b>d) Leaflet summarising local services</b></p> <p>Sofie H is gathering some information on the local services available to the elderly and disabled in Bedfordshire and Cambridgeshire and is hoping to have a draft ready by the next meeting. Please can anyone with relevant information or suggestions contact Sofie H to help putting the information together.</p> <p><b>e) Individual Funding Requests</b></p>	<p>Nicola G / Kasia H</p> <p>Nicola G</p> <p>Sofie H / PPG</p>
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	<p>Nicola G distributed copies of the Individual Funding Request (IFR) leaflet, which is also available on the Bedfordshire CCG website: <a href="https://www.bedfordshireccg.nhs.uk/page/?id=3971">https://www.bedfordshireccg.nhs.uk/page/?id=3971</a>The brief guide provides information for patients and clinicians making applications for treatments not routinely funded by Bedfordshire CCG. Nicola G explained that there are some procedures available which need GPs approval before referring a patient, such as breast augmentation or skin tag removal, since Bedfordshire CCG (BCCG) has limited resources and is responsible for using these in the most effective way. Some treatments or medication that is not routinely funded require GPs or clinicians to make an application to BCCG for approval. The application needs to explain the exceptional circumstances, for example the issues that the patient faces arising from their medical condition and the benefits from receiving such treatment. Such requests should be supported by the requestor with letters, copies of case studies, research papers etc. Each request is then decided by the Individual Funding Panel which can accept, reject or defer it. If the request is refused it is possible to appeal the decision.</p> <p>It was mentioned that it is no longer beneficial to write to local MPs for support with IFR claims. However, applicants can complain directly to the Parliamentary and Health Service Ombudsman if they are dissatisfied with the Appeal Panel's decision. Dr Vedavanam also explained that different CCGs are putting different restrictions in place in different areas, so those in Bedfordshire could be different to those in other UK counties. It was confirmed that Greensands Medical Practice is funded by NHS Bedfordshire Clinical Commissioning Group.</p> <p>Sofie H mentioned that she is aware that some patients are being refused treatments by Addenbrooke's Hospital and she asked if the patient's choice of a preferred hospital is still available. Dr Vedavanam and Nicola G explained that not all hospitals specialize in all medical issues and that as long as the patient is still able to request where he/she would like to attend, GP doctors would usually advise which hospital is better for a particular medical issue.</p> <p>Larry S asked if we were aware that any member of the public can partake in CCG meetings once they register. Sue S-S confirmed that she is already a registered member of the public for BCCG.</p> <p><b>f) Patient Participation Awareness Week (PPAW) – Preparation of Action Plan</b></p> <p>Sofie H suggested that we should decide what we are going to do for this year's PPAW. It was agreed that we should:</p> <ul style="list-style-type: none"> <li>• point out some key messages that we would like to pass on to the patients;</li> <li>• decide on publicity in magazines and local areas;</li> <li>• Jean Y suggested that, similarly to last year, we could invite a guest speaker to talk about the current situation within the NHS (Steve H said this could be for example a chief executive from Addenbrooke's Hospital or similar);</li> <li>• we should select a sub-committee to organize events for the PPAW. Marcia K, Ken W and Sofie H put themselves forward; and</li> <li>• Nicola G suggested that we could invite a few speakers who could include Julia Fisher, a Diabetic Specialist Nurse, to talk about diabetes.</li> </ul>	<p>Practice / PPG</p>
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	<p>We agreed that the main awareness event does not need to take place during the Patient Participation Awareness Week but for example could be held in the week before it. By the next meeting, we should make a decision on dates and preference in terms of weekdays or weekend (the weekend was preferred by most members).</p>	
<p>3. Practice update</p>	<p><b>Dr Katherine May</b></p> <p>Nicola G was delighted to announce that Dr May gave birth to a baby boy, Seth Sidney Arthur May, on 22 January 2017. Mother and baby are doing well. On behalf of the PPG, Dr May had been presented with a bouquet of flowers and an M&amp;S voucher for the baby just before going on maternity leave. Nicola G confirmed that the Practice had two locum candidates in place to cover Dr May's position during her maternity leave. The Practice decided to take on both candidates.</p> <p>The Prime Minister's recent announcement that GP surgeries meet the Government's pledge to open from 8am to 8pm seven days a week unless they can prove that there is not demand in their area was mentioned. It was explained that is not necessary for our Practice as our two surgeries cover one another during the week so there is a constant service on offer. The Practice has not got the funding capacity to extend this service to include the weekend. The Practice is fortunate in having an emergency practitioner Darren who covers both Potton and Gamlingay locations three afternoons per week and also has a muscular-skeletal assessor.</p> <p>The Annual Plan Consultation Events 2017 Bedfordshire is to take place on 3 March 2017 between 12:30pm and 3:00pm at King's House, 245 Ampthill Road, Bedford, MK42 9AZ. This is an event allowing all to provide a valuable voice and make a real difference to the development and improvement of our mental health and community health care services.</p> <p>A concern was raised in regard to the recent closure of two GP practices in Bedford. Also, one in Sandy could be closing soon. This means that other local practices will need to take on the patients that used to belong to the closed surgeries.</p> <p>Nicola G mentioned that Bedfordshire CCG has decided to stop providing gluten-free foods on the NHS unless there are specific circumstances whereby a dependent patient could be at risk of dietary neglect. Where there are specific patients who would be affected by it, they will need to have an individual funding requested submitted by their GP in accordance with the new Individual Funding Request (IFR) system.</p> <p>Currently, the out-of-hours visiting service is provided by M-Doc (by local doctors based in Biggleswade Hospital) which offers a fantastic service. Unfortunately, M-Doc has lost the contract to cover our area and a new contractor will be assigned. Sadly, this means that there will not be an emergency doctor in the area after 11 pm. From 1 April, the number to call for out-of-hours advice will be 111 and all cases will be triaged over the telephone. Nicola G informed us that the CCG is yet to come up with a solution and answers, which are expected to be given to us in March 2017. This is worrying for our Practice. The Care Quality</p>	<p>Nicola G</p>

	<p>Commission (CQC) will need to decide if the new arrangement is working for our area once the new contract is in place. It was suggested that PPG members could help the Practice by explaining to patients what this change means and how it will affect us.</p> <p>It was mentioned that not all patients are aware of St Neots Health Centre which offers an out-of-hours walk-in service dealing with all patients and no appointment is necessary. The Centre, at 24 Moores Walk, is open between 8am and 8pm Monday to Friday and 9am and 4pm at the weekends.</p> <p>Larry S asked whether it is possible for our Practice to offer a Wi-Fi connection service in the surgeries for patients.</p> <p>Nicola G mentioned that the Practice had received various concerns from Potton residents in regard to the growing local population. A public meeting on Planning is to take place at 2.30pm on 10 February in Potton with local MP Alistair Burt as agreed with senior council officers in Potton. The meeting is also to explain the funding allowed for the Practice from new housing developments.</p>	<p>Nicola G</p> <p>Nicola G</p>
4. New matters arising	<p>Concerns were raised in response to the news on 6 January 2017 that Britain's health service in a 'humanitarian crisis' needing help from the British Red Cross. The truth is that the NHS doesn't have enough GPs and hospital doctors. The Conservative government is keen on privatizing the GP service but this idea is not supported by many. However, it was suggested that a semi-private system could be the answer as this works in many other European countries.</p> <p>Sofie H mentioned that Nicola J and herself had prepared a draft leaflet on local volunteer and community transport schemes available to patients. Copies of the draft were distributed. Please let Nicola J have any comments you might have on the draft.</p> <p>Sofie H mentioned that the Gamlingay First School premises will probably be on the market in September and she suggested they could be perhaps be considered for new premises for the Gamlingay Practice, as the existing premises are currently outgrowing their capabilities.</p>	<p>Sofie H / Nicola J / PPG</p> <p>Nicola G</p>

### Programme of Meetings and Events

#### Dates of next meetings

Tuesday 28 March 2017 in Gamlingay surgery.

Wednesday 17 May 2017 in Potton surgery – annual general meeting to take place on the same evening.

#### Events

19-24 June 2017 – Patient Participation Awareness Week.

There being no other business the meeting closed at 8:10pm.