

St George's Medical Centre, Littleport

Patient Group (PPG) Committee

Minutes of the Patient Group Committee Meeting - 10th March 2014

Present: Kate Massey **KM**, Elizabeth Wilkinson, Steve Orchard, David Devey, Walter Cornwell, Monica Devey **MDev**, Jean McNeill **JMcN**, Helen Mould **HM**, Marion Arnold and Roger Bramford

In Attendance Dr Alain Green, Gary Shepherd **GS** and Sally Graham **SG**

Apologies: Ena Puddefoot and Monica Dennis

	Agenda Item	ACTION
1.	<p><u>Welcome and Apologies</u> The Committee Meeting commenced at 6.30pm with Kate Massey in the Chair and Helen Mould taking notes. Roger Bramford was welcomed as a new member.</p> <p>Brian Welch had resigned as a Committee member. On behalf of the Committee, Kate expressed sincere thanks to Brian for his involvement in Patient Group matters over the past year, especially his input to two Working Groups and activities associated with the Annual Survey.</p>	Note-taker needed for June 9th Committee meeting
2.	<p><u>Declaration of Interests</u> There were no declared interests.</p>	
3.	<p><u>Minutes of PPG Committee Meeting held on 9th December 2013</u> The last minutes were approved and signed as an accurate record with the following corrections:</p> <p>Item 6.3. The term "clinical incidents" should be "critical incidents"</p> <p>Item 7.3. onwards - 243 completed Survey questionnaires had been received, not 242.</p> <p>Item 8.6. The date of the Ely Schools Partnership Careers event was on February 13th, not February 12th 2014.</p>	
4.	<p><u>Matters Arising</u></p> <p>4.1. Item 8.6. from 9.12.13: Helen, Kate, Steve and Rose Edgson manned the St George's stand at the all-day Careers event organised by the Ely Schools Partnership at Ely College on February 13th 2014. Over 500 children attended and received advice on job opportunities from about 20 organisations.</p>	

<p>4.1. contd</p> <p>4.2.</p>	<p>9-10 year olds attended the morning session, including pupils from the two Littleport primary schools and 13-14 year olds came from Ely College in the afternoon. The St George's stand had a display, career information hand-outs, quizzes and word-searches as well as activities to measure heights, weights and blood pressure. We were also supported by a Smoking Cessation Advisor who gave the pupils advice on the harmful effects of smoking.</p> <p>Item 9. from 9.12.13: Members had already been informed that Adam Peacock, Senior Health Trainer, funded by "mytimeactive" but based at the Medical Centre, had moved on to a new job in the Rehabilitation Department at the Princess of Wales Hospital in January 2014. Kate wished to formally record the Patient Group Committee's thanks to Adam for his help and support with our health awareness activities over the past few years. Adam will continue to undertake one evening session a week at St George's Medical Centre.</p> <p>Sally announced that a new "mytimeactive" Health Trainer, Ryan, will be based at the Medical Centre. Kate agreed to make contact with Ryan via Sally and to invite him to the March 27th Patient Group evening meeting.</p>	<p>KM to send email invitation via SG</p>
<p>5.</p> <p>5.1.</p> <p>5.2.</p>	<p><u>Report from the Communications Working Group</u> Kate reported back on the meeting held on January 17th 2014.</p> <p>Communication issues from the Survey results. Working Group members had scrutinised all the patient comments and had forwarded to Gary suggestions of possible solutions to some of the communication issues highlighted.</p> <p>March 27th Open Evening from 6.30pm in the extended Boardroom. Publicity has been placed on the SGMC website and Little Downham village website, in the March edition of Littleport Life and the Southery Voice, in the February SGMC Newsletter and on PPG notice board. Posters were also distributed to members.</p> <p>Some concern was expressed about the space available in the extended Boardroom if a large number attend. Kate agreed to send a message via Sally to all Virtual Group members, requesting a RSVP to get some idea of numbers.</p> <p>Planning for the evening is being co-ordinated by Helen and Monica Devey in liaison with Sally, and was suggested as follows:</p> <ul style="list-style-type: none"> • Cold soft drinks and nibbles from 6.30pm • 6.45pm welcome from Gary / Kate • Dr Bolina "A Day in the life of a GP" plus questions • Gary/ Kate – quick overview of Survey results / Action Plan plus hand-outs • Gary/ Sally – any other Practice issues / news • Aim to close by 8.30pm – Kate reminding people of how to get involved / join the Patient Group especially the Committee. 	<p>KM / SG</p>

5.2. contd	Helen and Monica will organise the refreshments. Monica and David Devey, Helen, Kate, Marion, Steve and Roger volunteered to come at 5pm on March 27 th to organise the room layout, refreshments and “meet and greet” rotas.	HM and MDev to co-ordinate
5.3.	<p>Ongoing Promotion of the Patient Group</p> <p>Raising the profile of the Patient Group continues. We have welcomed new members in recent weeks and our philosophy of inviting patients to join in our activities at any level, including Working Groups, appears to be working well. We have small A5 leaflets on Reception and Pharmacy, a semi-permanent paragraph on Little Downham website and recent articles in Southery Voice and Littleport Life. Committee members distributed 200 copies of the SGMC February newsletter and took the opportunity to promote the Patient Group at the same time. The Patient Group pages on the SGMC website are regularly updated with news and past Committee minutes.</p>	
5.4.	<p>Messages to the Virtual Group</p> <p>Recent email and postal messages to Patient Group members included:</p> <p>December = NHS structure 2013 poster, early findings from the Survey results, details of SGMC and Pharmacy closures over Christmas and New Year and how to access out of hours services</p> <p>January = Draft Survey Results report asking for comments</p> <p>February = Carers Connect event in Ely on February 12th, February SGMC newsletter</p> <p>March = “Put Patients First” campaign and Better Care Fund events</p> <p>Planned for mid-March = RSVP for March 27th Evening Meeting and Final Survey Action Plan by the end of March.</p>	
5.5.	<p>Waiting Room Displays</p> <p>Jean reported back on the displays since December.</p> <p>December = Closures over Christmas and “where to go for what”</p> <p>January = 5 a Day and healthy eating after Christmas</p> <p>February = Mental wellbeing plus publicity for the March 27th meeting</p> <p>It is No Smoking Day on March 12th and Gary had received posters and leaflets. It was agreed to change the display immediately still leaving the March 27th evening meeting posters in place.</p> <p>Current plans for displays from April are the Survey Results and Action Plan, followed by “Getting Active” in May. Jean asked for suggestions from the Medical Centre for display topics which could help to promote important SGMC issues, as in the past our displays had very much focused on health awareness. Dr Green highlighted that it was Salt Awareness Week commencing March 17th but as yet, no publicity material had been received by the Practice.</p> <p>Sally suggested that Carers might be a suitable future topic.</p>	<p>JMcN and KM to put up No Smoking display at end of meeting</p> <p>SG and GS to contact KM / JMcN with future display ideas</p>
5.6.	<p>Next Communications Working Group meeting</p> <p>Thursday April 24th was suggested as a potential date for the next meeting of the Communications Working Group. Agenda items would include suggestions for the SGMC May Newsletter, planning the July evening meeting / AGM, Waiting Room displays for the summer months, communication issues from the Survey Action Plan, and ongoing Patient Group promotion.</p>	<p>Thursday, April 24th at 10.00am now confirmed and SGMC Boardroom booked</p>

<p>6.</p> <p>6.1.</p> <p>6.2.</p> <p>6.3.</p> <p>6.4.</p>	<p><u>Update from the Medical Centre</u></p> <p><u>Monitoring Progress on the 2013/14 Survey Action Plan</u> The March 2014 Progress Report from Gary had been circulated with the agenda papers. Significant progress had been made with the completion of the external works, although there had been problems with the electric gate through to the staff parking area. The number of wasted appointments had reduced slightly and the telephone consultations system was working well.</p> <p>Committee members congratulated the Practice on the improvements made over the past year. Members reported that patients felt very positive about the quality of services and facilities and were pleased to be registered at St George's.</p> <p><u>Other Practice Developments</u> Gary and Dr Green reported that :</p> <ul style="list-style-type: none"> • Discussions on the new Oncology service at St George's were well in hand. Further details would be announced soon with the possibility of an evening presentation on the proposed service in late April. • Plans for the new Pharmacy and refurbished Waiting Room areas had been submitted to East Cambridgeshire District Council. It was hoped that a response would be received by the end of May so that building work could commence in the summer. • The Practice had agreed to provide anti-coagulation services at the Medical Centre for its registered patients. This was previously undertaken by FANS (Fenland Anti-coagulation Service), and now meant that patients could be seen and monitored more locally. <p>Dr Green expressed sincere thanks for the extra hours put in by Gary and Sally to ensure that these new developments came to fruition, in addition to their hard work maintaining the day to day services at the Medical Centre.</p> <p><u>Critical Incidents and Significant Events</u> Gary tabled an overview of the eight critical incidents and significant incidents which had occurred at the Medical Centre between April 2013 and February 2014. These are events which are considered to be significant in terms of the care of patients and the conduct of the Practice, and therefore can be wide-ranging and reflect good or bad incidents. Three of the events were "complimentary" and five related to "concerns", for example, an abusive patient in the waiting room and a patient transport issue.</p> <p><u>Carers</u> Sally outlined the Practice's intention to provide more support for carers. She had been in contact with local Carers Development Workers and the Cambridgeshire Carers Trust and hoped that Patient Group members would be willing to be involved.</p>	<p>Any volunteers to contact SG ; SG to update PPG on plans in due course</p>
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<p>7.</p> <p>7.1.</p> <p>7.2.</p> <p>7.3.</p> <p>7.4.</p>	<p><u>Report from the Survey Working Group</u></p> <p>Over the past 3 months the Survey Working Group has met regularly to undertake the analysis of the results, the drafting of reports and work with Gary on the Action Plan for 2014/15. A draft Survey Results Report had been circulated in January to all Patient Group members by email and post for comment, also requesting suggestions for priority areas to be included in the Action Plan.</p> <p>A draft Action Plan reflecting priority areas was tabled by Gary for discussion although this is still work in progress. Many of the action areas overlapped, were ongoing from previous years and it was felt that the Action Plan could be streamlined. Gary agreed to take on board the comments received and create a simplified Action Plan which could be inserted into the Final Survey Report.</p> <p>NHS England require the Practice to submit the Final Survey Report and Action Plan by March 31st, plus associated monitoring reports, as well as placing the report on the SGMC website by the end of March. This was achievable and the final report would also be emailed / posted to all Patient Group members.</p> <p>NHS England has announced that the Patient Participation Directed Enhanced Service contractual arrangements will continue next year but without the need for an Annual Survey. However there will be a requirement for Practices to undertake the on-going Friends and Family Test, offering patients visiting the surgery the opportunity to answer a simple question, along the lines of <i>“How likely are you to recommend our Practice to friends and family if they needed similar care or treatment?”</i> Practices may be able to add a local question of their own choosing and will be expected to feedback responses to NHS England on a monthly basis. Further guidance is awaited.</p>	<p>GS / KM</p>
<p>8.</p> <p>8.1.</p> <p>8.2.</p>	<p><u>July Open Evening and AGM</u></p> <p>Dr John Jones, who is the lead GP for the Isle of Ely Commissioning Group, has agreed to be our main speaker at the July Evening Meeting and AGM. Dr Jones, a GP partner from Staploe Medical Centre, Soham, also sits on the full Cambridgeshire and Peterborough CCG Board responsible for the planning, organising and purchasing of NHS healthcare services for our local population. Monday July 7th 2014 was suggested as a suitable date and Gary agreed to check availability with Dr Jones.</p> <p>Dr Jones’ talk and questions will be followed by the business section of the AGM, including the Annual PPG Report and Election of Officers. Kate asked members to start thinking about elections now rather than leave it to our June Committee meeting as she will not be able to stand for re-election as Chair although will be able to stay on the Committee. The “Officer Team” approach had worked really well and Kate was very grateful for the support throughout the year from the two Vice-Chairs, Elizabeth and Steve. Officers are elected for a period of 12 months at each AGM, with a maximum of three consecutive years. Kate</p>	<p>Monday, July 7th from 6.30pm now confirmed as acceptable to Dr Jones. Boardroom booked</p> <p>June 9th Committee agenda</p>

8.3	<p>was happy to discuss roles and responsibilities with anyone interested in being part of the “Officer Team” next year.</p> <p>Kate requested that all existing Committee members email her by the end of May to confirm that they are willing to remain as a Committee members for the year commencing July 2014/15.</p>	ALL
9.	<p><u>Isle of Ely Patients’ Forum – 13th January and 3rd March 2014</u></p> <p>The Forum has representatives from each of the 10 PPGs in the Isle of Ely area and has links to the Isle of Ely Local Clinical Commissioning Group Board. Kate attended the January meeting and both Kate and Steve attended the March 3rd meeting as St George’s acted as host on that occasion.</p> <p>Frequency of Forum meetings has been changed to approximately every 8 weeks instead of the current 6 weeks. Future meeting dates will be more aligned with LCG Board meetings and Patient Reference Group as one of the main aims of the Forum is to provide local patient feedback upwards into the LCG Board as well as receiving information updates cascaded from the Board.</p> <p>Information shared at the January and March meetings included:</p> <ul style="list-style-type: none"> • District Nursing - The current shortage of qualified district nurses had been highlighted at LCG Board level, mainly due to recruitment difficulties faced by Cambridgeshire Community Services NHS Trust. • Rapid Response Team - The 12 month pilot (care in the home to avoid hospital admissions) which commenced in November 2013 had been well received but was also facing similar recruitment difficulties for district nursing staff. • Community Aural Care Clinic at Princess of Wales Hospital This local project (micro-suction / impacted wax) was re-launched in January following a low number of referrals. St George’s is using the service but some GP Practices may still be referring patients to larger hospitals instead of using the POW pilot service. • Care.data - NHS England has delayed this information sharing initiative until Autumn 2014 and an improved publicity campaign will be launched over the summer. There were mixed feelings expressed by Forum members about the benefits or otherwise of sharing clinical data at a national level even if anonymised. • Cambridgeshire Older People’s Programme (hand-out circulated) The CCG will be making a decision on March 4th about which of the 5 bidders will be shortlisted and go forward to the next procurement stage. There will be a public consultation exercise over the next few months so that local people can give their views, including an event at Ely Cathedral Centre on April 30th. • Research Changed my Life campaign (hand-outs circulated) The Primary Care Research Network East of England is one of eight regionally-based Local Research Networks which make up the NIHR (National Institute for Health Research) Primary Care 	

	<p>Research Network in England, supporting research to make patients, and the NHS, better. http://www.crncc.nihr.ac.uk/ppi/rcml is the link to the campaign page on the NIHR website and they are looking to gather patient stories (and other ways of involvement) to illustrate - from the patient's viewpoint - how research has made a difference to patients' lives.</p> <ul style="list-style-type: none"> • “Put Patients First – Back General Practice” - RCGP / NAPP national campaign to improve patient care by increasing funding for general practice from 8.4% to 11% of the UK NHS budget by 2017 (hand-out) • End of Life Care Programme – Update 3 –December 2013 – Cambridgeshire & Peterborough CCG (hand-out) • Tackling Inequalities in Coronary Heart Disease Programme – Update 2 – December 2013 - Cambridgeshire & Peterborough CCG (hand-out) 	
10.	<p><u>Any Other Business</u></p> <p>10.1. Care Network – Help at Home Service – wished to re-emphasise that patients and carers can refer to the Help at Home scheme (to avoid hospital admissions). Also there are opportunities for volunteering. See the Help at Home January Monitoring Report for details.</p> <p>10.2. Patient and Public Involvement in Research event being held on Monday, 7th April, from 10am to 3.30pm at Bedford Lodge Hotel, Newmarket. Keynote speaker is Simon Denegri, Chair of INVOLVE and National Institute for Health Research National Director for Public Participation and Engagement in Research. Contribution to travel expenses plus free lunch and refreshments. For more information and to reserve a place call 01603 287490 and ask for Julie Dawson or email: Julie.dawson@nnuh.nhs.uk</p> <p>10.3. Queen Elizabeth Hospital, King’s Lynn is holding listening events during March and April, to engage with patients to help shape services after the hospital’s placement in special measures.</p> <p>10.4. N.A.P.P. Annual Conference in Leeds on June 7th. The Isle of Ely LCG is willing to pay the conference fee for one Isle of Ely patient to go but you would need to pay your own travel and accommodation costs.</p> <p>There was no other business and the meeting closed at 8.10pm.</p>	
11.	<p style="text-align: center;"><u>Dates of Future Patient Group Meetings</u></p> <p style="text-align: center;">Committee on Monday, 9th June 2014 at 6.30pm Communications Working Group, 10.00am on Thursday, April 24th Annual General Meeting on Monday, 7th July 2014 at 6.30pm</p>	

Agreed as an accurate record of the Patient Group Committee Meeting held on 10th March 2014:

Signed:

Date: