

St George's Medical Centre, Littleport

Patient Group (PPG) Committee

Minutes of the Patient Group Committee Meeting - 23rd June 2014

Present: Kate Massey **KM**, Elizabeth Wilkinson **EW**, Jean McNeill and Marion Arnold

Apologies: Ena Puddefoot, Walter Cornwell, Helen Mould, David Devey, Monica Devey, Monica Dennis, Roger Bramford

Dr Alain Green, Gary Shepherd **GS** and Sally Graham **SG** were attending another meeting within the Medical Centre and hoped to join the Patient Group Committee Meeting at some point. Their update reports were delivered by the Chair on their behalf.

	Agenda Item	ACTION
1.	<p><u>Welcome and Apologies</u> The Committee Meeting commenced at 6.30pm with Kate Massey in the Chair. (This Committee meeting had been reconvened from the original date of June 9th. Despite the high number of apologies at last minute and a clash with an external meeting, the June 23rd Committee meeting was still quorate in line with the Patient Group Constitution)</p>	
1.1.	<p>Since the March Committee meeting, Steve Orchard had unfortunately had to resign from the Committee due to ill-health. On behalf of the Committee, Kate expressed sincere thanks to Steve for his very active work as joint Vice-Chair over past year, and for his involvement in so many of the Patient Group activities, particularly with the organisation of the Annual Survey.</p>	
2.	<p><u>Declaration of Interests</u> There were no declared interests.</p>	
3.	<p><u>Minutes of the Patient Group Committee Meeting held on 10th March 2014</u> The last minutes were approved and signed as an accurate record.</p>	
4.	<p><u>Matters Arising</u></p>	
4.1.	<p>The March 27th Patient Group Open Evening (Item 5.2. from 10.3.14) was very successful, attended by over 40 patients. The highlight of the evening was a presentation from Dr Mick Bolina on "A Day in the Life of a GP". This gave us a real insight into the long hours of a typical GP day and the importance and complexity of clinical decisions and thought processes to achieve a correct diagnosis and treatment plan. Gary followed with the results of the recent Patient Survey and talked about the Survey Action Plan and new developments for the forthcoming 12 months. The Final Survey Results and Action Plan Report can be downloaded from the Medical Centre website.</p>	

<p>5.</p> <p>5.1.</p> <p>5.2.</p>	<p><u>July 7th Open Evening and Patient Group AGM from 6.30pm</u></p> <p>It was agreed to follow the same successful format as the March 27th Open Evening. 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.</p> <p>Dr Jones' talk and questions will be followed by the business section of the AGM, including the Annual Patient Group and Election of Chair.</p> <p>The Open Evening has already been advertised in the SGMC May newsletter and on the website, the June edition of Littleport Life, the Southery Voice and the Little Downham village website, plus on the Patient Group noticeboard in the Waiting Room. A4 Posters were also distributed to members and a reminder email will go out to all Virtual Group members this week.</p> <p>The Open Evening will commence from 6.30pm with cold drinks and crisps and biscuits available. 6.40pm Gary will do the official welcome and will introduce Dr Jones 7.30pm - a short break for more substantial refreshments and drinks 7.45pm – the Annual General Meeting during which Kate will present a brief Annual Report.</p> <p>The meeting will be held in the 1st Floor extended Boardroom area as before. Offers of help are requested to set up the room and to meet and greet people and escort them upstairs.</p> <p><u>Election of Patient Group Chair for the next 12 months</u></p> <p>Kate is standing down as Chair at the July 7th AGM. Helen Mould has nominated Elizabeth Wilkinson (current Vice-Chair) as the new Chair and Elizabeth is happy to undertake this coordinating role, which was welcomed by Committee members. As there are no other nominations, Elizabeth will be confirmed as the new Chair at the AGM, after Kate has presented the Annual Report.</p>	<p>GS to liaise with Dr Jones regarding arrangements</p> <p>KM and SG</p> <p>ALL to contact KM</p>
<p>6.</p>	<p><u>Update from the Medical Centre</u></p> <ul style="list-style-type: none"> • The new Cheffins Oncology suite was officially opened by MP Steven Barclay on May 2nd. Already the service, provided by Addenbrooke's Hospital, is being well-used and appreciated by patients and their families as they can receive chemotherapy treatment nearer to their homes. • Plans for the new-build Pharmacy have been approved by East Cambridgeshire District Council. Discussions are ongoing with regard to the Pharmacy opening hours but it is hoped that building work can commence in the Autumn. Once the Pharmacy is relocated, this will enable the Practice to refurbish 	

	<p>the Waiting Room.</p> <ul style="list-style-type: none"> • Appointments are now offered on 3 evenings a week, on Tuesdays, Wednesdays and Thursdays • Dr Green and Dr Sanders will be retiring later in 2014 and the Practice are advertising for new GPs. • There will not be the requirement for an Annual Patient Survey this year. It has been replaced by a “Friends and Family Test” with monthly reporting and monitoring by NHS England. The Practice are likely to require some Patient Group assistance with this initiative and Gary and Sally will report back once further national guidance and advice have been received. • Throughout the next year, the Practice will continue to increase support for carers, following the recent Carers Drop-in held on June 11th (see more detail in 7.4.) 	<p>GS and SG</p>
<p>7.</p> <p>7.1.</p> <p>7.2.</p>	<p><u>Report from the Communications Working Group</u> Kate reported back on the meeting held on April 24th 2014.</p> <p><u>Patient Group promotion, news and general publicity</u> Communications to the Virtual Group have included :</p> <ul style="list-style-type: none"> • In March and April = Publicity for March 27th Open Evening, invitation for any observers to attend the March 10th Patient Group Committee, Survey Results and Action Plan • In May = May SGMC newsletter, Dates for your Diary (July 7th AGM and invitation to join the Committee for 2014/15) plus early publicity for Carers Week and June 11th Carers’ Drop-in. A reminder about July 7th Open Evening to be sent out his week <p>SGMC Quarterly Newsletter – May issue</p> <ul style="list-style-type: none"> • The Communications Working Group meeting on April 24th contributed to the content of draft newsletter and submitted the Patient Group section to Sally <p>SGMC website - Patient Group pages</p> <ul style="list-style-type: none"> • The Patient Group pages were updated in April with the 10th March Committee minutes, details of the Survey Results and Action Plan, a report of the March 27th Open Evening and forthcoming July 7th Open Evening and AGM. • Carers news now has a section within the Patient Group pages <p><u>External Publicity</u></p> <ul style="list-style-type: none"> • Gary submitted the SGMC article to the Littleport Life June edition, covering the official opening of the Oncology service, the June Carers Week and the July 7th Open Evening. • Walter has placed an article in Southery Voice reporting on the success of the March 27th Open Evening and publicising the July 7th AGM. • Kate has liaised with the Little Downham village website editors to update the semi-permanent Patient Group publicity on the Little Downham website plus a news item about the Open Evenings. <p><i>(Content of all external publicity needs to be approved by Gary and Sally first.)</i></p>	

<p>7.3.</p> <p>7.4.</p>	<p><u>Health and Well-being Promotion</u></p> <ul style="list-style-type: none"> • Waiting Room Displays. Thanks to Monica and Jean for these monthly displays. During April, there was a display on the Survey Results, in May it was “Getting Active / Taking Exercise / Healthy Eating” plus publicity for the July 7th Open Evening. In June, there was an adjacent large display for Carers Week. <p><u>External events</u></p> <ul style="list-style-type: none"> • Ryan Chillingworth had a Health Trainer stand in the main hall. at the Fun Day at the Littleport Leisure Centre on June 8th . It was a hot day so many people concentrated on the outdoor attractions but Ryan reports that it was still successful with the people who asked for advice and support and he managed to capture some new referrals to the service. • Kate supported Sally at the morning Carers Drop in on June 11th at the Swan on the River organised in conjunction with Lesley Cuthbert from the Cambridgeshire Carers Trust. Agencies such as Age UK, Care Network Help at Home, Pos+Ability and Littleport Timebank were on hand to give advice to carers and all of these agencies would be happy to contribute to any future Open Evenings the Patient Group may wish to hold. This was also an opportunity to promote the Patient Group and our July 7th Open Evening. 	
<p>8.</p>	<p><u>Isle of Ely Patients’ Forum – 28th April and 23rd June 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 had attended the June 23rd meeting that afternoon but St George’s had to send apologies for the April meeting due to illness.</p> <p>Information shared at the April and June meetings included:</p> <ul style="list-style-type: none"> • Ian Weller, CCG Older People’s Programme Lead attended the April Forum meeting to talk about the OPP consultation which ended on June 16th. Three bidders remain and will submit detailed proposals to the CCG in July 2014. A preferred bidder will be selected in September 2014 and the new service is expected to start in January 2015. Dr John Jones will be able to give us more information at our SGMC Open Evening on 7th July • Representatives from Urgent Care Cambridgeshire attended the June 23rd Forum meeting and described the NHS 111 service they are contracted to provide for our local area. • Jill Tuck from Doddington PPG is currently the Chair of the Isle of Ely Patients’ Forum. She was re-elected to stand for a further 12 months with the support of two Vice-Chairs, Ron Hodson from Chatteris and Sheila Hoey from Sutton PPGs. • Community Anticoagulation Care – The FANS service has now ceased to exist. All patients who are prescribed anticoagulation therapy in the Isle of the Ely LCG, Wisbech LCG and 3 March practices have now been repatriated to the care of GP surgeries. It was essential to ensure that patients were transferred to GP care with minimal disruption and that patient 	

safety was paramount. This has been a challenge for GP practices and they have coped with it extremely well with support from the Local Commissioning Group. In March, Cambridgeshire, the Cornerstone Practice is providing anticoagulation therapy for patients from the two other practices in the town. In Wisbech, North Brink Practice is providing care for patients on anticoagulation therapy from the two other practices in the town.

- **The Community Rapid Response Service** has now been rolled out to all practices in the Isle of Ely LCG, Wisbech LCG and the 3 March practices. The Rapid Response Service recently won a national award as part of the 6 Cs Award, which stand for Care, Compassion, Competence, Communication, Courage and Commitment. This award is sponsored by the Nursing Times and NHS England on a monthly basis. The service beat off fierce competition to scoop the March Story of the Month and was chosen for the care given to an Ely couple; both aged 95 years old, who have been married for more than 70 years. As a result of the care provided by the service the couple were able to stay together in their own home with the support of a Community Matron, previously they would have been admitted to hospital.
- Survey results from the **End of Life Care Programme** show early indications that there are improvements in the process of end of life care across the Clinical Commissioning Group area. A survey asking for the views of bereaved relatives on their experience of care of their loved one has been developed. One hundred patients registered with GPs in the CCG, who have recently lost a loved one, have already received the survey. The End of Life Care Programme is part of the Older People's and Adult community services.
- In late 2013, following an in-year **reduction in the CCG allocation and slower than planned delivery of savings**, the CCG moved into financial "Turnaround". As a result, they brought in Deloitte to help improve the delivery of savings. Now in a new financial year, with challenges growing, the CCG is reflecting on the experience of "Turnaround" and deciding how they can strengthen their internal capacity to meet this challenge during 2014/15 and beyond. Changes are as follows:

<i>Chief Operating Officer Role</i>	<i>Removed</i>
<i>Director of Performance and Delivery Role</i>	<i>Removed</i>
<i>Director of Commissioning Role</i>	<i>Removed</i>
<i>Director of Quality, Safety and Patient Experience</i>	<i>No Change</i>
<i>Director of Corporate Affairs</i>	<i>No Change</i>
<i>Managing Director of Performance and Delivery</i>	<i>New Role</i>
<i>Managing Director of Strategy, Outcomes and Development</i>	<i>New Role</i>
<i>Director of Contract</i>	<i>Possible New Role</i>
<i>Director of Delivery</i>	<i>Possible New Role</i>

- Several of the Isle of Ely practices have signed up to the Royal

	College of GPs / N.A.P.P. “ Put Patients First ” campaign about insufficient funding for primary care. These PPGs are working with their GP practices to gather petition signatures and are writing to MPs for support.	
9.	<u>Any Other Business</u> There was no other business and the meeting closed at 7.45 pm.	
10.	<u>Dates of Future Patient Group Meetings</u> Open Evening and Annual General Meeting on Monday, 7th July 2014 at 6.30pm	

Agreed as an accurate record of the Patient Group Committee Meeting held on 23rd June 2014:

Signed:

Date: