

The Garden City Practice – Patient Participation Group Meeting 9 – Tuesday 10 March 2015

In attendance: Dr Tina Archdeacon, Shev Smith, Tracey Coughlin, David Ball, Janet Gibson, Robert Frost, Rupen Shah, Tony Baird, Sarah Ellingworth, Sarah Gaynor, Suzanne Meenan

Apologies: Martin Norman and Natalie Cox

15.09. Welcome

All members' introductions were made.

15.10. Minutes of Meeting 20 January 2014

The Minutes of the last meeting were approved and signed.

15.11. Matters arising

There were no matters not otherwise on the agenda.

15.12. Declarations of interest

No declarations of interest were declared.

15.13. Project Updates

(a) Healthy Lifestyles

SE brought the group up to speed on the current projects. There are new healthcare initiatives that will be brought into action with the start of the new NHS year in April. These are of potential interest to this working group and are:

- Type 2 Together – the aim is to bring the various diabetes communities together as self-help groups led by people involved and to offer support to each other.
- Herts Walks – the Borough Council are interested in becoming involved in these and the group discussed including these under the healthy lifestyle stream.
- There has been very positive feedback on the newsletter from the Practice both from within and other external interested bodies. The newsletter will continue and will incorporate the work done by the PPG groups.
- The newly purchased blood pressure machines are now in use in the waiting areas in the Guessens Road and Knightsfield surgeries. SE suggested we use the newsletter to promote the use of these which are self-administered. A printout of the reading is taken to reception who pass the data to a clinician. No appointment is needed to use the machines. SS suggested putting notices up in the surgeries with an explanation of their use.
- Martin, Sarah G, Tony and Natalie are happy to continue working as a group.

(b) Unplanned Hospital Admissions

SE reported that the work being carried out to avoid unnecessary admission via A&E has shown some success. It is thought that this is partly down to the promotion of the 111 services through the practice and also because of changes in A&E and the local Urgent Health Care Centre. The working group will discuss how further promotion of this Centre is carried out which is especially important during the initial period when a hostile reception has been perceived to the Centre.

Further discussion was around how on the new dementia support worker service and Home First. The latter is a concept by East & North Herts CCG to combine the services of health and social care for those patients relying on both components. The PPG could play a key role helping support these new initiatives.

Rupen and Sarah E are happy to remain on the workgroup and Robert and Suzanne have volunteered to join.

(c) Virtual Group

DB reported that the group has yet to meet but some discussion has been had. SM suggested kick starting such a group by asking PPG members to invite family and friends, and for those people to then invite their own contacts who may be patients of the Garden City Practice, thus ensuring a personal request. DB, SS and SM will draw up a plan to bring to a future meeting.

(d) Constitutional Group

DB, RS and JG will meet on Tuesday 17 March to discuss and report to the next PPG meeting.

15.14. Property Update

Please note that this issue is confidential and should not be discussed outside the PPG group at this stage. Please see the attached addendum.

15.15. Patient Participation Report

The report had been circulated previously to the Group. Each Practice is compelled to report back on their PPG to NHS England. SE had formulated the report and asked for comments. SS discussed:

- Page 1 – the figures on gender mix should be shown as % rather than numerical values.
- Page 5 – minor typo.
- Page 7 – the actions suggest that a wider range of appointments are now available to book online. The website does not support this at the moment although work on this is on-going.

SE noted the comments and will sign the report, along with DB, once those changes have been implemented.

15.16. Reports from Patient Commissioning Group 18 February 2015

RS reported on the meeting that he had attended at Charter House. Topics under discussion were:

- The new QEII due to open in the Spring.
- No overnight beds would be there. Any admissions would be transferred to the Lister hospital, Stevenage.
- The issue regarding hospital discharge letters remains. The new hotline for GPs to use has been busy with reporting such problems. There are plans in place for the system to be audited.
- Herts Urgent Care covered >4500 cases during Winter. This peaked on 26 December 2014.
- WelHat is to become a dementia friendly borough.
- Other local PPGs had reported on work at their Practices.

15.17. Patient Network Quality Group

RS had attended a meeting on 26 January 2015. The following issues were discussed:

- Discussion on systems pressures and the difficulties faced by the emergency services.
- The high demand for 111 in Hertfordshire. Herts 111 is shown to be dealing with the highest number of calls nationally.
- 111 call centres to have paramedics based there.
- Mental health specialists will now be placed at each police control room.

15.18. Report from Health Working Group 18 February 2015

DB reported that he now attends the Borough Council Working Group meetings and represents the PCG. The working group has some overlap with PCG remit. The last meeting had also discussed the initiative to make WelHat a dementia friendly borough, the new QEII and the hospital discharge letters. The Head of Engagement

for East and North Herts is particularly interested in the latter item. The Borough Councillor for Peartree Ward will meet DB to discuss the PPG at that Practice. DB will forward the Carer Champion details from Stevenage to SE to further discuss this role that the Borough is keen to promote and support.

15.19. Any other business

There was no other business to discuss.

15.20. Dates of future meetings

12 May
14 July
8 September
10 November
12 January 2016 (2nd AGM)

And to note, the 2015 HealthFests will be:

Welwyn Garden – 13 June

Hatfield – 12 September

ACTIONS

- **SM and RF to join working groups**
- **Promotion of the use of the blood pressure machines**
- **DB, SS & SM to discuss the virtual group**
- **DB, RS & JG to meet to discuss the constitution**
- **PPG report to be amended and signed by SE & DB**
- **DB to send name of the Stevenage Carer Champion to SE**