

The Garden City Practice – Patient Participation Group Meeting 5 – Tuesday 1 July 2014

In attendance: Dr Rahul Shah, David Ball, Janet Gibson, Sarah Ellingworth, Pamela King, Shev Smith, Rupen Shah, Natalie Cox, Martin Norman

Apologies: Debbie Lane-Stott, Tony Baird

14.34. Welcome

DB welcomed new members to the group, Dr Rahul Shah and Martin Norman, and introductions were made.

14.35. Minutes of Meeting 6 May 2014

The Minutes of the previous meeting were approved and signed.

14.36. Declarations of Interest

No declarations of interest were made.

14.37. Report on the Healthy Lifestyle Project

DB advised that Tony Baird had taken responsibility for this project. In Tony's absence NC reported that she had met with TB and Sarah Gaylor (pharmacist) to discuss the promotion of healthy lifestyles. TB had comprised a questionnaire that had been sent to local pharmacies requesting details of the services provided in addition to managing prescriptions. NC circulated a suggested notice that might be displayed on notice boards in surgeries. The main restriction is that GP practices are not able to endorse any one pharmacy. There was discussion on the content of the notice and other detail that it might include such as opening times/emergency pharmacies/addresses. The aim is to have information on an A5 flyer. Further discussion was held on local services such as weight watching groups. MN offered to speak with the local group to see what sort of document they might suggest with a view to targeting clinically obese groups, always bearing in mind the sensitive nature of an approach.

NC pointed out other successful local groups such as smoking cessation and dietician help which might also be promoted in the flyer.

It was agreed that the group would continue to think about the format of a flyer and contact the project leaders to discuss at a future meeting.

14.38. Report on the Unplanned Hospital Admissions Project

RS reported that he had met with SE to discuss what areas the Practice specifically want to be discussed. SE confirmed that the target areas are:

- Visits by patients to A&E with subsequent admission to hospital
- Referrals to the hospital by a GP and subsequent admission.

The Practice had been given stats which confirmed that an increased number of unplanned admissions to hospital for the Practice patients had taken place. This mirrors local and nationwide trends and it is precisely for this reason that the NHS want to consider this issue. The areas under discussion do not include emergency admissions.

The group discussed what other options might be available such as the 111 service, care at home or other local health providers. It was agreed that there are many variables involved such as the locality or the age of the local population. Dr Shah also commented on the management of chronic conditions such as COPD.

RS & SE had discussed the promotion of care services via noticeboards, newsletters, leaflet drops and using seasonal campaigns such as the flu clinic to deliver information on alternative health providers with the aim to avoiding A&E visits.

SE has produced a newsletter highlighting, in particular, the 111 service.

PK asked for clarification on the services offered by Spring House, the walk-in centre. With the stats available and summarised the group is now looking at areas to target with a view to putting together an action plan.

DB thanked both groups for their work into these 2 projects which had taken place promptly and was very helpful for the PPG.

14.39. Feedback from the WH HealthFest

DB reported on the event that had taken place on 7 June. This had been run by Welwyn Hatfield Borough at which the CCG had a stall with 3 PPGs in attendance – Garden City Practice, Potterills and Hall Grove. Mark Edwards of CCG had provided an array of materials, including thermometers and ~100 people had visited the stall. Dr Hanak also attended. 20 new volunteers for PPGs in the locality were recorded. There will be a further HealthFest in Hatfield on 13 September with a focus on Hatfield surgeries.

PK asked what sort of questions had been asked on the day. A lot of information had been given out on services such as 111 and more attention was given to PPG and public engagement.

14.40. Virtual group

DB has had meetings with other PPGs to consider setting up a virtual group. It was agreed that it would be helpful to attract a different demographic – those who cannot spare the time to attend meetings for example but who would like to be involved at a distance. There is a need to monitor such a group and manage communications either by 'hard copy' in the surgeries or 'soft copy' electronically. The latter poses some confidentiality issues such as the use of email. SS is happy to extend his work on the website to include the virtual group and will initially discuss this with DB and SE.

14.41. Date of future meetings:

The next meeting will take place on Tuesday 2 September 2014 at 7.00 pm at Guessens Road Surgery.