



Minutes of PPG Meeting at Firs House 19th December 2017

- 1.0 Present:** Fei-Ni Toole (Chair), Dr. Simon Poole (GP Partner), Olga Starobinskaya (Office Manager), Ian Copeland, Colin Eagleton, Denis Payne, Pam Lumsden, Sue Lee, Eileen Wilson, Anna Hamilton, Sue Cox, Jean Newman. **Apologies:** John Morris, Lauren Allin, Anonymous Member

Goodbye: Helen Graham is leaving the PPG as she is moving out of the area. The PPG conveyed their thanks for her contribution to the group and its activities, and wished her well. **Olga Starobinskaya** (see para.4)

2.0 Draft minutes of previous meeting:

- 2.1 The minutes were agreed as accurate.

Matters arising:

- 2.2 Re: Para. 2.3. OS advised 66% of patients had enrolled for online services.
- 2.3 OS also informed the meeting that the on-line process had been modified to resolve some data anomalies. There are two levels of online services available to patients: Level 1 - access to appointments and prescription services and Level 2 - access to patient's medical information. 30% of patients will have medical test results that fall outside the "normal" range for 90% of the population as a whole, and these will frequently be of no clinical significance. The information is coded, so that any results needing further attention, is marked with a red flag. Registration for online services may be made at Reception.
- 2.4 Re: Para. 5.4. The provision of bicycle racks at Telegraph Street Surgery is in progress.

3. NHS/ Practice Up-date – (SP)

- 3.1 There is continuing pressure across all areas of health services.
- 3.2 Northstowe Development: Visioning Event was attended by local GP practices, with SP representing Firs House. The new development will potentially generate 25,000 new patients. At present, new residents are registering with GP practices in Over and Willingham, but it is possible that Firs House will also see new patient registrations Northstowe. (Firs House/ Telegraph Street currently has 13,500 registered patients. SP reported that a new £14.5M Health Centre is to be built and discussions about its future operation will involve GP practices in the surrounding villages.



- 3.3 In response to a question raised by FNT regarding a front page advertisement in the London Evening Standard, promoting 24-hour GP coverage throughout the Christmas and New Year holiday period, SP clarified that it did not relate to GP services in the area.
- 3.4 Patients commuting away from home for work who may have difficulty seeing their local GP may register with an "away" GP surgery, which is more accessible for them during working hours. However, many patients are unaware that by doing so, they are automatically de-registered from their local GP surgery.
- 4.0 Practice Manager Up-date (OS)**
- 4.1 OS is leaving the Practice at the end of December to take up a new post of finance manager with a group of practices. She will be sorely missed by all at the PPG and was thanked for her support of the group and dedication to the improvement of patient services.
- 4.2 A new practice manager has been appointed and will join the Practice mid-March 2018.
- 4.3 OS provided an update on the NHS funded "Productive General Practice QuickStart Project", which is made up of eight modules with the aim of applying best practice. The whole of the surgery team has been involved in working on three modules: i) Clear job standards - focusing on applying a skills matrix to staff responsibilities; ii) Frequent attendees – showed that 3% of patients accounted for 20% of GP appointments, and considered when it could be more appropriate to be seen by another clinician or service; iii) Registration process - resulting in streamlining the process.
- 4.4 The results of a recent survey based on feedback from 61 patients, presented a very positive picture of services at the Practice, and provided helpful suggestions for further improvement opportunities.
- 5.0 Firs House PPG Moving forward (incl. new Chair)**
- 5.1 FNT presented a paper on the core role and responsibilities of the PPG chair, and tasks that could be delegated to other members of the PPG. The proposals were based on the outcome of a meeting with PPG working group members. It was agreed that "Initiate Forward Plan" be included in the list of the chair's core responsibilities. **Action: FNT**
- 5.2 The proposals set out were broadly agreed, and PPG members are urgently encouraged to consider putting themselves forward as the next Chair. **Action: Interested PPG members to contact FNT**



- 5.3 IC volunteered to draft minutes of the PPG meetings, and to keep a record of finances relating to the Fen Edge Festival grant and any additional income generated by the PPG. **Agreed by the PPG with thanks**
- 5.4 Other tasks each requiring a coordinator to drive the initiative forward and report progress to the chair:
- i. Community Events
 - ii. Communication
 - iii. PPG Annual Report
- Action: PPG Members to contact FNT if interested in coordinating or assisting with any of these tasks.**
- 5.5 The Patient Forum Meetings of the CamHealth and CATCH group of GP practices with the Clinical Commissioning Group, are being combined.
Agreed: FNT to continue to attend for the time being
- 5.6 It was suggested that some Virtual Group members may be interested in joining the PPG. **Action: FNT to liaise with surgery for next VPRG mailing**
- 6.0** The next PPG Community Event on Diabetes is scheduled for Tuesday 27th February 7.00p.m. at the Histon Baptist Church. Speakers: Dr. Simon Poole and Nurse Jane Woodward.
- 7.0 AOB**
- 7.1 DP advised that the Histon and Impington Mental Health Well-Being Champion resigned in November. The role is being re-defined. A forward plan has also been developed, with five Community Engagement events scheduled.
- 7.2 JN visited Firs House Surgery in her capacity as Older People's Co-ordinator for Histon and Impington, and spent a morning in the waiting room speaking informally with patients. This resulted in 5 referrals for (non-clinical) home visits, making them aware of assistance with transport and how to register as carers. She plans to continue monthly drop-in surgery visits for a six-month trial period.
FNT suggested this could be a useful template for consideration, for the PPG to engage with patients on a face-to-face basis.
- 7.3 DP advised that Burdett House was hosting a festive meal for people who are on their own over Christmas.

Firs House and Telegraph St



9.0 Next meeting: Tues 6th Feb 2018, 6.15 - 7.45pm at Firs House Surgery