



## Minutes of PPG Meeting at Firs House 11<sup>th</sup> January 2017

1. **Present:** Fei-Ni Toole (Chair), Dr. Simon Poole, Sue Cox, Eileen Wilson, Ian Copeland, Colin Eagleton, Helen Graham, Anna Hamilton, Sue Lee, Pam Lumsden, John Morris, Denis Payne (part meeting), Olga Starobinskaya (Office Manager).  
**Apologies:** Lauren Allin, Colin Lock, Anonymous Member  
**Welcome:** FNT welcomed a prospective new PPG member
2. **Draft minutes of previous meeting**  
Some minor amendments to the draft minutes to clarify the situation regarding medication that can be obtained without prescription from pharmacists, were suggested. **Action: FNT to amend.**  
**Matters Arising:** Re: Community physiotherapy services – no further update about this.
3. **Histon/Impington Patients**  
DP presented data on the number and age profile of patients currently registered with Firs House Practice, and noted that 14% of Histon and Impington patients are not registered with the Practice. The PPG discussed whether we should make efforts to engage with patients in the Practice catchment area but registered with other practices, to promote healthy living and lifestyle. The PPG recognised its remit is towards patients registered at the Firs House and Telegraph St surgeries, but that it is appropriate to make its community health promotion events open to all.
4. **NHS Up-date – (SP)**
  - 4.1 Issues affecting NHS services from A&E, routine hospital appointments and GP services have been much in the news. SP emphasized that the priority for GPs and their primary duty remained that of treating patients, which includes preventing unnecessary hospital admissions. He was concerned that their main role was increasingly being portrayed as gate-keepers to prevent hospital admission.
  - 4.2 (Omitted from the previous minutes): The NHS Neighbourhood Team, covering some villages to the north and west of Cambridge, is in the process of moving to the old Police Station in Histon.
- 5.0 **Practice Manager Up-date (OS)**
  - 5.1 In response to patient comments about availability of advance appointments, a proportion of appointments are now released 1 week and 3 days in advance, replacing 6-week advance booking. It is hoped that a shorter advance booking will help reduce no shows for appointments



booked too far in advance. Follow up appointments can be booked at GPs' request up to 6 weeks in advance.

- 5.2 Health checks offered by the Practice to patients who do not have a medical condition that is already being monitored by the surgery, are undertaken at the Firs House site. This is due to a lack of additional consulting rooms at Telegraph Street surgery and available clinical staff required to offer the health checks at both sites. If a patient is unable to travel to Firs House, the surgery will endeavour to make alternative arrangements.

## 6.0 PPG moving forward

The PPG spent some time deliberating how we move forward in what we do, in particular how we can increase our effectiveness in representing patients' views, and how we can measure our success. The group agreed:

- **To do:**
  - Produce an annual PPG report showing our activity and achievements in "making a difference"
  - Measure our performance against the PPG Terms of Reference at least 4-monthly
  - Raise the profile of PPG members and make members more accessible to patients
- **To continue:**
  - Make more use of local publications and social media/ websites to insert articles about PPG/ health promotion
  - Put on community health promotion/ information events, making use where appropriate, of events already happening in the community

An Action Plan is to be drawn up based on our detailed discussion

**Action: FNT/OS/All**

## 6. Community Events Up-date

**Analysis:** Caring for Dementia event held on October 11<sup>th</sup> at Histon Baptist Church. Feedback received from those who attended the event was overwhelmingly positive. Approx. 80 people attended, of whom 51 gave feedback.

- Almost 90% said the event overall was good/excellent
- Almost 95% said the speakers' presentation, aimed at a lay audience had pitched it about right (less than 5% - not detailed enough, less than 1% - too detailed)
- Almost 100% said it had increased their understanding of the subject matter

There were also many additional comments thanking the PPG for putting on an excellent and informative event, and a comment on the acoustics



needing improvement. These comments and suggestions for future topics will be taken into consideration when the PPG plans the next health promotion events.

7. **AOB:** SL identified outstanding items as a follow-up to the work undertaken with Impington Village College students, including consideration for young people over 16 years having access to booking appointments online. **Action: OS/ Practice**
  
8. **Next PPG Meeting: Tues 7<sup>th</sup> March 2017, Firs House Surgery 6.15-7.45**