



## Minutes of PPG Meeting at Firs House 5<sup>th</sup> June 2018

### 1.0 Present:

Fei-Ni Toole (Chair), Dr. Simon Poole (GP Partner), Sandra Pearse (Office Manager), Keith Stonell, Sue Cox, Sue Lee, Colin Eagleton. John Morris, Pam Lumsden, Anonymous Member.

**Apologies:** Eileen Wilson, Ian Copeland, Denis Payne, Jean Newman.

**Goodbye:** Lauren Allin has resigned from the PPG due to time constraints. The PPG wish her well and are grateful for her contribution to the group and in particular, her work together with Sue Lee, with Impington Village College.

### 2.0 Draft minutes of previous meeting:

2.1 The minutes were agreed as accurate.

#### Matters Arising

2.2 **Re: 3.2.2:** KS has expressed an interest in taking over the role of PPG Chair. Whilst he appreciates that has not been a member of this PPG for long, he has chaired the Cam Health Patient Forum from 2013 until the end of 2017, when it was subsumed into the Cambridge Area Patient Group combining the Cam Health and CATCH group of GP Practices. Keith has also been active as a patient representative on various health-related groups, including the Local GP Federation. **Action: FNT to email PPG members with further details.**

2.3 **Re: 3.2.6:** Health-related information groups during 'Flu inoculation clinics. It is not feasible for the Practice to locate the 'Flu clinic sessions to an outside venue. However, it may be possible to invite one group to have a presence in at the surgery. To be given further consideration as a pilot. **Action: FNT/ SP.**

### 3.0 NHS/Pracice Update (Dr. SP)

3.1 Dr. Jo Pritchard is leaving the Practice at the end of August to join a GP Practice near St. Neots, where she can continue being a GP but pursue her specialism in dermatology services located there. She will be greatly missed by her colleagues and patients. **Action: FNT to send a message of goodwill and appreciation to Dr. Pritchard on behalf of the PPG.**

3.2 Dr. Sara Bastiani, who has been with the Practice for one year, is to be a Partner at the Firs House Practice.

Dr. Sally White will be increasing her sessions from 4 to 7.

3.3 The Practice is recruiting a specialist diabetes nurse to the Practice.

3.4 NHS England is encouraging more collaborative working between GP Practices (e.g. GP Networks), to provide comprehensive GP services covering 30,000-40,000 patients each.

3.5 Samsung smartphones have an Application that can be downloaded (Babylon Health), providing access to an online private GP practice run by the Babylon



Company. This service is outside the scope of the NHS and is thus far only available on Samsung phones. The Care Quality Commission (CQC) has found that the standards of 40% of GP Practices providing on-line services are unsatisfactory. There is to be a review of independent contractor GP partnerships.

#### **4.0 Practice Manager Update (SP)**

4.1 Firs House Practice rating on NHS Choices has been positive. Google have 3 negative reviews.

4.2 Interviews are being held for a new receptionist.

4.3 The Virtual Patient Reference Group (VPRG) has regrettably been suspended following the General Data Protection Regulations (GDPR). Emails to the group had been sent via a third party using the Mail Chimp tool, and the Practice wanted to ensure that patients' personal details would not be compromised. VPRG Members have been contacted and advised that information would be available on the Firs House website. PPG Members expressed their concern that accessing the website would not be as effective as direct emailing of VPRG members as a means of communication between the PPG and VPRG.

**Action: SP to keep PPG up-dated following further investigation into the Mail Chimp tool.**

#### **5.0 PPG Notice Board**

JM brought a draft with proposals for a "new look" PPG notice board. PPG made some suggestions on the draft and thanked JM for his efforts.

**Action: Revised draft to be presented to the PPG. JM**

#### **6.0 Performance Review: PPG Terms of Reference**

PPG Members agreed these had been satisfied.

**Action: Chair - Next 2-yearly review date due November 2018.**

#### **7.0 PPG Code of Conduct 2-yearly review**

Deferred to next meeting

#### **8.0 Community PPG Events**

Events Planning Group to reconvene in the autumn to consider possible events.

#### **9.0 Any Other Business**

Patients are asked the reason for wanting to see a GP, when making appointments to help allocate the patient to the appropriate GP or other clinician for his/her condition. There was a constructive discussion about ensuring patient's confidentiality when speaking to staff in the surgeries' public areas - e.g. at the reception desk.

**10.0 Next Meeting: 6.15pm at Firs House, Tuesday 4<sup>th</sup> September.**