



Minutes of PPG Meeting at Firs House 7th March 2017

1. **Present:** Fei-Ni Toole (Chair), Dr. Simon Poole, Sue Cox, Eileen Wilson, Ian Copeland, Lauren Allin, Colin Eagleton, Olga Starobinskaya (Office Manager), Anonymous Member, Jean Newman.
Apologies: Denis Payne, Sue Lee, Anna Hamilton, Helen Graham, Pam Lumsden, John Morris,
Welcome and Goodbye: FNT welcomed Jean Newman who has joined us as a PPG member. Colin Lock has resigned from the PPG due to time pressures. We wish him well and are grateful for his support of the PPG.
2. **Draft minutes of previous meeting**
Matters Arising:
 - 2.1 Re: Community Musculoskeletal Services including physiotherapy. It was agreed that FNT would ask the Clinical Commissioning Group at the next Patient Forum meeting (assuming a CCG representative attends), if a patient survey has been undertaken to measure responsiveness and effectiveness of the service. Some members of the PPG who had used the self-referral system for physiotherapy within the past 12 months, reported their experience had been positive. **Action: FNT**
 - 2.2 Outstanding item: Consideration of young people under 16 years being able to access the on-line booking system to make appointments for themselves. **Action: Practice**
3. **NHS/ Practice Up-date – (SP)**
 - 3.1 As has been much reported in the news, the NHS is under unprecedented pressure. Cambridgeshire is behind other parts of the country in forming Federations of Practices or merging practices into one large practice. Granta Medical Practices for example, serves 25,000 patients at their Sawston medical and Linton health centres. There are no plans locally to do that, and instead Firs House/Telegraph Street is part of a Federation of GP Practices working collaboratively together but retaining their separate GP practices.
 - 3.2 The Practice is in discussion with NHS England to improve and expand the Telegraph Street Surgery site. Any such changes would have capital and on-going revenue cost implications, and therefore requires the approval of the NHS. An options appraisal is being undertaken on the proposal, and the findings taken into account by the NHS in reaching their decision.
 - 3.3 Dr. Michael Grande is retiring at the end of May, after over 30 years as a partner at Firs house. He will be missed by colleagues and patients alike.



4.0 Practice Manager Up-date (OS)

- 4.1 12,500 Patients are registered with Firs House and Telegraph Street. Demand for GP appointments continues to be high, and currently an average of 15 additional patients per day are seen over and above the allocated appointments. In November 2016, demand for appointments peaked when 6,200 patients were seen that month. The unpredictability of demand, which is not attributable to the seasons, makes management of the appointment system and GP availability particularly challenging. This trend is reflected nationally, and compared to 10 years ago there is over 6X the number of patients with chronic illnesses, which is consistent with the increase of an ageing population.
- 4.2 A new GP trainee started at the Practice and will remain for 6 months.
- 4.3 The Cambridgeshire, Ely and Peterborough Clinical Commissioning Group (CCG) has been re-structured and the 42 GP practices it covers are now grouped over a larger geographic area than previously.
- 4.4 There are long waiting lists for appointments at Addenbrooke's hospital, causing distress to patients and contributing to extra time spent on the telephone by OS (Practice Manager), following up referrals. Following an assessment of their referral, some patients with gastro-intestinal conditions are given appointments to have appropriate tests undertaken to precede their appointment with a consultant physician.

5.0 Pharmacy 2U Service

- 5.1 FNT drew attention to a leaflet that appears to have been distributed to local households, offering a free on-line repeat prescription ordering and postal service, if patients register with them. PPG members were concerned that it could potentially threaten the viability of local pharmacy services. Members also questioned whether automatic re-ordering of repeat medication by a third party and sending the medication by post was desirable, although any request would still have to be signed off by the patient's GP.
- 5.2 The Pharmacy 2U Service is operating within the law in offering an alternative to local pharmacy services. Ultimately it is for each patient to decide for him/herself whether to make use of the service. Firs House/ Telegraph Street Practice enjoy a very positive relationship with the local pharmacies in its catchment area, and value pharmacists contacting the surgery to discuss a patient's medication if they have any queries before dispensing drugs.

6. PPG Terms of Reference (ToR) performance measure



- 6.1 At the last meeting, it had been agreed that the PPG's performance should be measured against the PPG ToR at least 3X year.
- 6.2 PPG members were satisfied that the requirements of the TOR had been met. FNT also reminded the group that she was coming to the end of her 2nd two-year term as PPG Chair and it would soon be time for a new chair to take over (ToR para. 11). PPG Members to consider interest.
Action: PPG Members
7. **PPG Brainstorming follow up: Areas to Address**
It was agreed that the activities relating to the PPG profile and communication, including a review of the PPG notice board should be considered together by the same working group. There is already a working group for PPG community events – any other members interested are welcome to join. PPG volunteers are thus needed to work on the two additional topics: i) PPG Communication; ii) Annual PPG report.
Action: PPG Members
8. **Next PPG Meeting: Tues 9th May 2017, Firs House Surgery 6.15-7.45**