



Minutes of PPG Meeting at Firs House 3rd May 2016

1. **Present:** Fei-Ni Toole (Chair), Dr. Simon Poole, Denis Payne, Sue Cox, Sue Lee, Colin Lock, Olga Starobinskaya, Pam Lumsden, Helen Graham (part meeting), Eileen Wilson, John Morris, Lauren Allin, Colin Eagleton, John O'Boyle.
Apologies: Anonymous Member

Guests: 2 Prospective new PPG Members

FNT welcomed 2 prospective PPG members who introduced themselves to the group.

2. **PPG Chair Forward Look**

FNT reminded the PPG members that last year, she had agreed to remain as chair for a second and final term of up to two years, subject to review after 12 months that was due now. Any member interested in taking over as chair from the July PPG meeting, is encouraged to contact SP by 13th May. **Action: All**

3. **Draft minutes of previous meeting**

There was some repetition of items on the PPG community events up-date, which required correction. **Action: FNT.** The rest of the draft minutes were accepted as accurate. There were no matters arising.

4. **NHS/Practice Up-date (SP)**

SP is on the steering group which is setting up the Cambridgeshire Primary Care Network. He up-dated the PPG on progress with preparing the "Sustainability and Transformation Plan", aimed at providing an increased level of care for people in the community. The new contract for delivering primary care services for a minimum cohort of 30,000 patients, including provision of a 7-day GP service, means that it is only be achievable through a federation of GP practices pooling their resources.

New rules will make sure that Addenbrookes consultants can refer patients to one another directly, without having to refer back to or pass the job onto the GP Practice

The Department of Health will invest £2.4bil. per annum into GP services by 2020/21 to help tackle the crisis in primary health care. Training of new GPs to address the shortage of qualified GPs has a long lead-in time. In the meantime, surgery-based supplementary staff such pharmacists and physician assistants (para-medics), will help towards alleviating pressure on GP services. (N.B: Responsibility for funding surgery-based pharmacists will revert to GP practices after 3 years of NHS funding).

Other initiatives to boost availability of GPs include the recruitment of qualified doctors from overseas and encouraging GP returners, for example following maternity leave. Cambridgeshire is more fortunate than some other parts of the country in attracting new GPs, because of the quality of life the area has to offer.



The excellent Care Quality Commission Inspection Report has given Firs House Practice the extra advantage of being on the preferred list of GPs' placement choice.

5. **Practice Manager Up-date (OS)**

Olga thanked PPG for all hard work – our PPG is highly regarded among Cambridge practices.

GP Appointments: The difficulty of managing availability of GP appointments was highlighted in March when there was a jump of up to 20% increased demand. In an effort to minimise the effect on patients, Practice GPs working extra sessions, and the appointment of locum doctors created additional capacity. Nevertheless, the situation caused frustration amongst patients who were unable to secure an appointment. In April, the demand for appointments had dropped.

As part of the NHS contract, the surgery now offers full coded online record access to patients over 16 years. Information leaflets and application forms are available at reception and online. Each application is subject to review and approval by a GP.

Electronic Prescription Service: – application forms to order repeat prescriptions online, are available at reception. There are still some teething problems with this system, especially with new patients moving to the area whose records indicating their nominated pharmacy for collection of prescribed medicine, have not been updated.

Recruitment: 2 new locum GPs and 2 Registrars will join the Practice in August.

The Spring edition of the Practice Newsletter has been published and is available in hard copy and online.

6. **Community Events Up-date**

Health and Wellbeing: Impington Village College (IVC) - SL and LA

It was a very successful lunchtime event that was student-led and generated a lot of interest from fellow students. Students had invited a number of external organisations, including the Firs House Practice to have a stall at the event covering topics including healthy eating, sexual health, stopping smoking, skin cancer prevention. Stalls organized by the student coordinating committee were also at the event.

There were over 230 responses to a survey compiled by SL and LA to assess students' awareness of healthcare provision and their own health needs. An analysis of the responses will be presented to a future PPG meeting, and also fed back to the college. IVC plan to compile an information sheet for students, based on the outcome of the analysis.

Saving your Skin event is on schedule to take place at the Cottenham Community Centre Coffee Shop on May 12th.



Caring for Dementia event will be held on Tuesday, October 11th – venue tbc.

7. **March Patient Forum meeting feedback – key points (FNT)**
(See Appendix)

8. **AOB**

There was a discussion about criteria for treating patients with health conditions that are attributable to smoking or being overweight. SP advised that Cambridgeshire and Peterborough Clinical Commissioning Group do not apply any criteria, which would limit treatment of patients with such conditions.

Consultation is currently taking place on whether prescriptions should continue to be available for certain conditions – e.g. gluten-free food for people with coeliac disease.

APPENDIX

Self care awareness

It is estimated that almost 20% of patients visit their GP for minor ailments. The Clinical Commissioning Group (CCG) for Cambridgeshire and Peterborough has launched a campaign to be more self-care aware and reduce patients' dependency on prescriptions for medicine, which can be purchased over the counter from pharmacies, often for less than the cost of a prescription. This will not only help reduce the cost to the NHS, but also alleviate pressure on GP appointments and A&E departments.

Hard copy flyers promoting the initiative are available at the surgery and on the website.

Medical Student Teaching – Patient Involvement

As part of their training, medical students are increasingly being taught within a GP Practice setting rather than in a hospital. GP surgeries provide students with a broad generalist medical learning environment. Patients are encouraged to become involved in the training by giving on-the-spot feedback about the student's performance. There is a government target for 50% of trained doctors to go into GP practice. In Cambridgeshire the proportion currently doing so is 16%.