



Minutes of PPG Meeting at Firs House 9th May 2017

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

Welcome: FNT welcomed a prospective new PPG member to the meeting.

2. **Draft minutes of previous meeting**

Matters Arising:

Outstanding item: Consideration of young people under 16 years being able to access the on-line booking system to make appointments for themselves. Postscript: After due consideration, the partners at the Practice have determined that access to the on-line services will not be made available to those under 16 years.

3. **NHS/ Practice Up-date – (SP)**

- 3.1 SP reported that the Clinical Commissioning Group (CCG) covering this area continues to be financially challenged. Constraints in the NHS budget contributing to increased pressure on GPs, risk GPs operating in an unsafe environment when treating patients. Outpatient musculoskeletal services have an average waiting list of 17 weeks, and other outpatient services are also affected.

- 3.2 The workload at Firs House/ Telegraph Street Practice has increased with additional nursing homes in its catchment area, more new patients registered, and many patients presenting with complex medical conditions.

- 3.3 Nationally, the NHS is experiencing problems with recruitment and retention of GPs resulting in some GP practices being forced to close, including within the East of England region. Applications to fill vacant GP partner positions have decreased (these carry personal financial implications), in preference to salaried GP posts within a practice. On a positive note, the reputation of Firs House has been instrumental in its ability to attract high calibre applicants.

- 4.0 **Practice Manager Up-date (OS)**

- 4.1 Following public consultation, a decision was made that the out-of-hours GP service will move from Chesterton to the Addenbrookes' site.
- 4.2 The Federation of 7 GP practices that includes Firs House, is considering how they can collaborate effectively to meet the challenges of increasing



demands on their services, whilst maintaining standards. For example: Would being seen by a nurse (rather than a GP) for certain health issues, more appropriately meet the needs of the patient? Could funding of training for non-clinical staff also benefit from economies of scale? Is there scope for extended hours being offered from “hubs” covering neighbouring GP surgeries?

- 4.3 The PPG discussed some possible ways of helping to alleviate pressure on the appointment system without detriment to the patient, such as offering regular review appointments for chronic conditions on a 5/6 weekly instead of a monthly cycle.

5. Brainstorming session: Surgery Areas to Address

The PPG agreed that existing means of communication with the local patient community through the surgery and various community publications and online media, should be taken full advantage of in disseminating information which is of relevance to patients.

It was also agreed that patient surveys and feedback of results to the PPG, helps to inform what action could be taken to improve the patient experience.

6. Updates

- 6.1 PPG Community Events group will be planning forthcoming events. JN reported that the Dementia Friends meeting in Histon, which followed the PPG “Understanding Dementia” event had been well attended. Many people reported they had also been to the PPG event.

6.2 March Patient Forum feedback

No member of the CCG was available to attend the meeting due to sickness and CCG re-organisation.

- 8. Next PPG Meeting: Tues 11th July 2017, Firs House Surgery 6.15-7.45**