



Minutes of PPG Meeting at Firs House 1st November 2016

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

Welcome: FNT welcomed Dr. Grande to the meeting and thanked him for attending in Dr. Poole's absence.

2. **Draft minutes of previous meeting**

The draft minutes were accepted as accurate. Final amendments following the PPG Terms of Reference (ToR) review were noted and agreed. Revised ToR will be posted onto Practice website. **Action: FNT & OS**

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

4.1 Herts Urgent Care has taken over provision of the 111 non-emergency, GP out-of-hours and urgent care services covering Cambridgeshire, Huntingdon and Peterborough. Patients should experience an improved and more integrated service with better links to clinicians, reducing unnecessary visits to hospital Accident and Emergency units.

4.2 **NHS Budget**

4.2.1 Addenbrooke's financial deficit is placing particular pressure on older people's services and on waiting lists for non-urgent treatment.

4.2.2 NHS cost saving measures include:

- Abolition of the Local Commissioning Group for Cambridgeshire and Peterborough.
- A greater emphasis on patient self-care for minor illnesses.
- Reducing patients' reliance on obtaining certain medication on prescription, which would contribute to savings to the NHS budget. The Clinical Commissioning Group (CCG) has compiled a list of medication that GPs are to target and encourage patients to purchase from a pharmacy without prescription. These include for example, creams for eczema, anti-histamine tablets, painkillers such as ibuprofen, paracetamol. For those who pay for their prescription, some medication can be cheaper to purchase over the counter than with a prescription. Ultimately it is for each GP to exercise his/her clinical judgment whether to prescribe medication for the patient's condition, consistent with the GP NHS Contract that requires them to prescribe medicine where appropriate and necessary, in the treatment of patients. This may on occasion conflict with the CCG's prescription cost savings initiative.



PPG Members felt it was important for patients to understand the fine balance GPs have to tread between the need for cost savings, and their responsibility to achieve the best outcome for their patients' health.

5. Practice Manager Up-date (OS)

5.1 Managing unexpected surges in demand for GP appointments, alongside general appointments and repeat appointments are under constant review and acted upon. 40% of available appointments are pre-bookable, and 60% on-the-day bookable appointments. Extended surgery hours on some Saturdays and early mornings fortnightly on Wednesday and Friday, have been made available. In September and October, there were 210 and 253 missed appointments respectively, thus effectively reducing bookable appointments.

5.1.1 Patients requiring an urgent appointment on the day will always be seen by a GP, although it may not be their preferred GP. GPs at the Practice are putting in extra hours of work to deal with demand – Dr. Grande cited as an example, several occasions between February and March when up to 30 additional patients over and above the allotted appointments, were seen by a GP on any one day.

PPG Members suggested patients be made aware of these issues.

Action: OS to include in next Newsletter

5.2 There has been concern expressed by some patients that reception staff are asking them personal questions when booking an urgent appointment. The questions are not intended to be intrusive, but to help staff direct the patient to the most appropriate clinician. However, any patient who does not wish to divulge information to reception staff can decline to do so. A letter of explanation from the Practice Manager is available on the Firs House website.

5.3 Patients referred for a hospital appointment may choose to attend other hospitals in the area that have considerably shorter waiting lists than Addenbrooke's. Any follow-up will be delivered by the hospital of first contact.

5.4 At Firs House:

- More gravel has been added to the car park to help level the surface.
- The bicycle parking rack will be moved off the grass area.

6. Community Events Up-date

Caring for Dementia event held on October 11th at Histon Baptist Church attracted 80 attendees and was well received. Analysis of the feedback questionnaires will be presented at a future meeting.

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



8. AOB

Demand for physiotherapy services is outstripping supply. Are there any plans to address the shortfall in the area? **Action: FNT to raise with the CCG at the next Patient Forum meeting**

**Next PPG Meeting: 10th January 2017
Firs House Surgery 6.15 – 7.45p.m.**

APPENDIX

September 2016 Patient Forum Meeting Feedback – Key Points

1. The LCG has been temporarily suspended following a review by NHS England.
2. **Children and Young People’s Mental Health Services Update**
(Lee Miller CCG lead and Dr. Becky Jones, Clinical lead presented)
Dr. Jones is employed to work 1 day/month in an advisory role to support the CCG’s work and provide a GP’s perspective.
 - Referral waiting list time for Attention Deficit Hyperactivity Disorder (ADHD) and Autism Spectrum Disorder (ASD) is now below 18 weeks.
 - Eating Disorder – Community based support operating from Huntingdon will be available from October.
 - Young People in Crisis – Plans to set up an intensive support team had to be abandoned due to difficulties in recruiting staff. The current proposal is for a community based support team operating between 7p.m. – midnight.
 - Vanguard Funding has been used for three initiatives:
 - i) First Response Team for Mental Health. A service for all age groups available 24 hours every day, and accessed via the 111 Service (Option2)
 - ii) A “sanctuary”, Discovery College at Peterborough College open from 4p.m.-9p.m. to be piloted. Available for young people, providing a calm and safe environment with trained staff.
 - iii) kooth.com. - An anonymous, on-line self-referral counseling service aimed at 11-25 year olds available 3p.m. – 10.p.m. weekdays and longer at weekends.