



Minutes of PPG Meeting at Firs House 3rd October 2017

1. **Present:** Fei-Ni Toole (Chair), Dr. Simon Poole (GP Partner), Olga Starobinskaya (Office Manager), Anonymous member, Ian Copeland, Colin Eagleton, Denis Payne, Pam Lumsden, John Morris, Lauren Allin, Sue Lee, Eileen Wilson, Anna Hamilton.

Apologies: Sue Cox, Helen Graham, Jean Newman, Rowland Ware

2. **Draft minutes of previous meeting:**

- 2.1 The minutes were agreed as accurate.

- 2.2 **Matters arising:**

- 2.2 Re: Para. 4.3. Patients signing up to access online repeat prescription services: Some patients have experienced difficulties in registering online. OS advised that patients should report any problems to the surgery where staff will endeavor to assist.

- 2.3 The PPG asked if it the percentage of patients who have registered for online services could be made available to them. **Action: OS**

3. **NHS/ Practice Up-date – (SP)**

- 3.1 The Clinical Commissioning Group (CCG) for the area has had some difficult decisions to make to manage the Capped Expenditure Process (CEP) which the Department of Health is imposing to tackle overspend on some health conditions. Following a public consultation, IVF Treatment is one of the services that will no longer be available under the NHS in most circumstances. The government's public sector funding calculation based on the "Barnett formula" leaves Cambridgeshire with a challenging per capita allocation.
- 3.2 The majority of GP's responding to the British medical Association's ballot, said they would be prepared collaboratively to close their patient waiting list if the situation became dangerous, and asked to do so.
- 3.3 Referrals to Addenbrooke's high referral rates are subject to a referral management system, which scrutinizes the requests and may result in a referral being turned down. This generates additional administrative work for the surgery, particularly in cases where the surgery wishes to challenge the rejection and justify the referral. On a positive note, consultant-to-consultant referrals that previously had to be re-routed via the GP, is now possible.



4.0 Practice Manager Up-date (OS)

- 4.1 Flu vaccinations 2017 at the Practice is taking place.
- 4.2 PRISM is a Mental Health Service, enabling mental health workers to assess patients at GP surgeries.
- 4.3 The Practice is taking part in a “Productive Practice Project”, when consultants will be coming to the surgery over a 12-week period to see patients.
- 4.4 Northstowe development: An additional 20,000 residents over the next 10 years is anticipated. OS will be attending a “Visioning Event” including other local GP Practices to discuss primary care provision. In the interim, new residents at Northstowe will register at the Willingham Practice.
- 4.5 NHS Forward View: Funding is available to help prevent the closure of GP surgeries.

5.0 Updates & Patient Feedback

- 5.1 PPG Community Events: Diabetes, Allergy or Intolerance, Bone Health are subjects suggested by the Events Planning Group for 2018.
- 5.2 IC is working on refreshing the PPG notice boards at both surgeries, to make them more eye-catching and relevant to patients.
- 5.3 An observation by a patient was made that there is no bicycle parking facility at Telegraph Street. **Action: OS to investigate installing bike rack.**

6.0 Health and Well-being Group (DP)

The PPG welcomed the opportunity of being part of the health and well-being group and being kept abreast of proposed events and developments that would be relevant to the work of the PPG.

7.0 Performance measure PPG Terms of Reference

PPG members reviewed performance against the ToR, and were satisfied that the requirements of the TOR had been met with the exception of the (extended) term of office of the current chair. FNT suggested some of the tasks of the chair could be delegated, thus reducing the burden on the future chair. **Action: FNT to present proposals at the next PPG**

8.0 AOB: None

9.0 Next meeting: Tues 19th Dec 6.15 - 7.45pm at Firs House surgery