



Minutes of PPG Meeting at Firs House 4th Sept 2018

1.0 Present:

Fei-Ni Toole (Chair), Dr. Simon Poole (GP Partner), Jan Hunter (Deputy Office Manager), Keith Stonell, Anonymous Member, Eileen Wilson, Ian Copeland, Denis Payne, Sue Cox, Sue Lee, Colin Eagleton, John Morris,

Apologies: Jean Newman, Sandra Pearse (Office Manager)

Welcome: Guest speaker Kay Odysseos (Communications Lead, Cambridge GP Network)

2.0 Extended GP Access (Kay Odysseos)

- 2.1 Funding for the Extended GP Access (EA) originated from the Prime Minister's Challenge Fund, which required NHS England to offer 7-days per week and evening access to GP services for all patients. Cambridge GP Network will deliver and manage this service at the invitation of the Cambridge and Peterborough Clinical Commissioning Group.
- 2.2 The EA service covers 35 GP practices in Cambridge, Ely and surrounding villages, and is scheduled to operate from 1st October 2018 out of four hubs: Nuffield Road Medical Centre, Comberton Surgery, St. Mary's Surgery and Granta Medical Practices (for Granta patients only). The service will initially offer pre-bookable GP or nurse appointments on Wednesday and Friday evenings and at the weekend. It is for non-urgent, routine appointments and will **not** replace the GP out-of-hours 911 or emergency health services. It will provide an additional 200 GP appointments per week allocated across the 35 Practices, bookable through the receptionists of patients' respective GP Practice.
- 2.3 GP and nursing staff at the designated hubs will have access to patients' medical records, which are covered by the General Data Protection Regulations (GDPR).
- 2.4 PPGs are asked to
- raise the profile of the service;
 - test the process with the surgery receptionists;
 - provide feedback to the GP Network and
 - encourage completion of satisfaction surveys.
- 2.5 There was some discussion on the possible impact of the EA service and the most appropriate timing and means of promoting the service by the PPG, without unrealistically raising patients' expectations. The additional appointments created amounted to an average of less than 6 appointments per week per GP Practice. It was agreed that the PPG should wait until after the service was operational before taking any action. FNT thanked KO for her presentation and invited her to return and provide a progress report on the EA service at a future PPG meeting.



3.0 Draft minutes of previous meeting:

3.1 The minutes were agreed as accurate, subject to re-phrasing of Para.8.

Action: FNT

Matters Arising

3.2 Re. 2.2: FNT was pleased to confirm KS as the next PPG Chair following endorsement by PPG members. He will take over from the November PPG meeting.

3.3 Re. 2.3: Possibility of a presence of one health-related organisation at a future 'flu clinic has been discussed with SP. **Action: On-going**

3.4 Re. 4.3: JH advised that after close scrutiny of the US Mail Chimp software tool hitherto used in communication with the Virtual Patient Reference Group, the Practice did not consider compliance with the General Data Protection Regulation (GDPR) could be guaranteed in the future. It was agreed that PPG members advise KS of any European software tool they are aware of, which may be better suited to comply with GDPR requirements. **Action: All**

4.0 PPG Chair - Role and Delegations (paper)

It was suggested that the chair's core responsibilities should include providing leadership and direction for the PPG.

Action: KS to amend paper and incorporate these elements.

5.0 NHS/Practice Update (Dr.SP)

5.1 Dr. SJP wished to place on record, the Practice's appreciation for the work that FNT as PPG Chair has contributed for the PPG, patients and local community, and for working with surgery staff to establish and maintain a harmonious working relationship.

5.2 Staffing:

- Marie Rouse, senior nurse practitioner and specialist diabetes nurse, has taken up her post at the Practice on a half-time basis.
- Two new reception staff have been appointed.
- Dr. Jo Pritchard GP has now left to join a Practice in Huntingdon, where she has the opportunity to develop her expertise in dermatology. (Message of goodwill on behalf of the PPG has been sent to her).
- Jan Hunter, who provided excellent cover during the period between the previous Practice Manager leaving and KS taking up office, has been appointed as Deputy Practice Manager. PPG members congratulated her on her well-deserved promotion.

5.3 The Prime Minister has announced an additional £20bil. for NHS England by 2023. The funding was unveiled as a "70th (NHS) birthday present."

6.0 PPG Code of Conduct 2-yearly review

Deferred to next meeting



7.0 PPG Notice Board

JM presented a revised draft. PPG members thought the draft was progressing in the right direction, and suggested some modifications. FNT thanked JM and IC for their continued efforts.

Action: JM / IC to present an update to the November meeting.

8.0 Cambridge Area Patient Group Meeting – Key Points KS

KS provided a summary of initiatives undertaken by some other PPGs:

Waterbeach PPG members to be given training on CPR

(Cardiopulmonary resuscitation) including the use of defibrillators; Bottisham PPG is carrying out a survey on their GP Practice;

9.0 Information Items:

9.1 How does your NHS (Hospital) Experience Compare? Provides comparisons regarding hospital services based on postcode.

<https://www.thetimes.co.uk/article/nhs-at-70-how-your-hospital-experience-compares-hn20kd6nq>

9.2 GP Online Services Webinar sessions for PPG Members were noted.

10.0 Any Other Business

10.1 DP reported that following PPG's community event on Diabetes earlier in the year, a diabetes support group for Histon and Impington has been established.

10.2 Histon and Impington Community (HICOM) is recruiting a dementia worker. A Village Dementia Group Facebook page has also been set up.

10.3 FNT provided an update on the Fen Edge Festival grant finances.

Next Meeting: Tuesday 6th November, 6.15pm – 7.45p.m. at Firs House