

**Minutes of PPG meeting at Firs House
3rd November 2015**

1. **Present:** Fei-Ni Toole (Chair), Dr Simon Poole, Denis Payne, Colin Eagleton, Sue Cox, Eileen Wilson, Sue Lee, Lauren Allin, Colin Lock, John Morris, Olga Starobinskaya, Anonymous Member

Apologies: Wiliam Bretherick, Pam Lumsden, Helen Graham, John O'Boyle

Introductions: The PPG welcomed Olga, Practice Manager to her first PPG meeting. She previously worked for 10 years as a registered manager at a care agency in south Cambridge, delivering community services to older people. High quality care and patient satisfaction are Olga's main priority as well as motivated and a happy staff force that can deliver excellent customer service.

2. **Minutes of meeting 1st September and matters arising**

- 2.1 The minutes were accepted as correct.

- 2.2 DP confirmed he had posted a link to the Care Quality Commission's (CQC) inspection report on the Cottenham Community Facebook. It had also been posted on the Histon and Imprington Parish Council website (but not by DP).

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

SP commented that having OS in post was a great asset to the Practice.

Despite the problems with leadership identified in the CQC's inspection report of Addenbrooke's and poor overall rating, the Practice continues to have confidence in the hospital's clinical care of patients referred. However, GPs and admin staff are spending an increasing amount of time sorting out the "choose and book" hospital appointment system.

SP's close involvement with the development of a Federation of GP Practices in the area continues. A project manager has been appointed to help progress the Federation initiative with the aim of it becoming operational by April 2016, probably in the form of a Community Interest Company. The Practices in the Federation will be providing additional services "*at scale*" (i.e. proportionate to patient demand and need).

The PPG raised questions about the implications of local authority budget cuts and inevitable reduction in or cessation of some social care services, which have traditionally been provided by the local authority. Responsibility for public health will transfer from the NHS to the local authority. SP said the Federation would be working closely with local authorities in tackling the challenges of keeping more patients in the community.

4. **Practice manager Up-date (OS)**

OS gave a verbal update on a number of issues that are detailed in the Firs House Autumn 2015 Newsletter.

Other developments include a clinical on-line support tool (DXS) for GPs, a clinical pilot project on diabetes, and a sharing data project in partnership with UnitingCare.

The Practice website is in the process of being up-dated to comply with national requirements.

The GP appointment booking system is continually being reviewed to improve the service and manage demand within available resources. There was a discussion on how best to communicate the issues involved to the patient community. A clear and concise message was recommended. It was agreed that this merited further consideration. **Action: Firs House**

The PPG discussed parents booking children's appointments on-line. This facility is not available, as a patient's online ID is specific to the individual. SP explained that providing a child with his/her own ID for parents to use could compromise a child's right to confidentiality and contravene the Gillick competency rule¹. SP said he would raise the issue at the Practice meeting. **Action: SP**

Publication of the Firs House Autumn 2015 Newsletter was welcomed.

October – Friends and Family Test: OS shared results given by patients.
Extremely likely (to recommend the Practice) - 17
Likely – 9
Neither likely nor unlikely – 4.

Other Patient Feedback: Comments ranging from a request for chairs with arm-rests in the waiting room to aid less mobile patients, to keeping patients informed if GP is running late, will be taken into consideration by OS.

Responses to the online repeat prescription survey undertaken with the Virtual Patient Reference Group were generally positive. Further improvements should be experienced with the new electronic prescription service.

Action following patients' request: Grab rails leading to entrance at Telegraph Street Surgery are in place.

5. **Future Community Events**

FNT and LA reported on a positive meeting they had with the Principal of Impington Village College. LA and SL will be following this up.

The events sub-group has had its first meeting and drawn up a list of topics with provisional time scales. Some information is included in the Newsletter. The sub-group will be looking for PPG volunteers to help at each of the events.

¹ The case of *Gillick v West Norfolk & Wisbech Area Health Authority and Department of Health & Social Security (1985)*¹ led to the law introducing the concept of the Gillick competent child as one who is under 16 and is deemed mature enough to understand the nature and implications of a clinical treatment or procedure. A Gillick competent child can give consent to medical procedures as an autonomous adult. The subjectivity of the concept arises because the law leaves the decision about whether a child is Gillick competent to the individual practitioner.

A (second) meeting of the Histon Mental Health Forum has been convened for 12th November at the St. Andrews Centre. DP will be attending and give feedback at the next meeting. **Action: DP**

6. Information Items

September Patient Forum meeting – key points feedback (see Appendix)

UnitingCare workshop: 19th November at Homerton College 13.00 – 15.00. Anyone wishing to attend to hear about progress made, ask questions and help influence next steps can book a place by emailing unitingcare@nhs.net. DP commented that the only times offered did not allow for people at work to attend. **Action: FNT to feed back to UnitingCare**

7. AOB

There was no other business

8. Next meeting: Tuesday 12th January 6.15 – 7.45p.m. at Firs House

APPENDIX

Sept 2015 Patient Forum Meeting – Key Points

Children and Young People’s Mental Health Services

The Clinical Commissioning Group (CCG) is reviewing and re-designing mental health services for children and young people. Lee Miller, CCG Head of Children’s Mental Health Services Commissioning, provided some context for the urgent need of a review:

- Lack of integrated referral and care system with different agencies.
- Referrals are up by 20% per year and an increase in young people seen at A&E with self-harm.
- Only 1 community mental health team (children and young people) based at Brook House, Cambridge covering hospital emergencies and community non-emergency services. Consequently the waiting list for non-emergency services is increasing.
- For autism and ADHD referrals, waiting list was 2 years as at March 2015. Decision to temporarily close the waiting list in an effort to clear the current backlog was agreed with the Cambs and Peterboro’ NHS Foundation Trust.
- Waiting list due to be re-opened in November with the aim of a reduction to 18 weeks by end March 2016.

Moving forward, one-off funding of £150K this year has been awarded and an additional £1.5m p.a. for the service. Working with local authorities and partner agencies, the review will initially focus on assessment and crisis management. Longer term, the aim is for an integrated multi-agency approach with early intervention.

ENT Community Service Procurement

The local interim arrangement for community-based ENT services is to be replaced by a new 3-year contract (with possible extension of 2 years), commencing April 2016. Invitation to tender will open in October 2015 and close in November 2015. The service will cover patients from the age of 6 years. It is anticipated that up to 70% of first time appointments, treatment for minor conditions and some minor elective procedures will be dealt with by the community service rather than hospital.