



## Minutes of PPG Meeting at Firs House 12<sup>th</sup> January 2016

1. **Present:** Fei-Ni Toole (chair), Dr. Simon Poole, Denis Payne, Sue Cox, Sue Lee, Colin Lock, Olga Starobinskaya, William Bretherick, John O'Boyle, Pam Lumsden, Helen Graham

**Apologies:** Eileen Wilson, John Morris, Anonymous Member, Lauren Allin, Colin Eagleton

2. **Minutes of Meeting 3<sup>rd</sup> Nov 2015 and matters arising**

The minutes were accepted as accurate.

- 2.1 Re. GP appointment booking system: DP was thanked for inserting an up-date on HisImp Community Facebook.
- 2.2 Re. Booking children's GP appointments online: Firs House Partners agreed that parents/carers may book an appointment online using their own patient ID, on behalf of their child.

3. **NHS/Practice Update (SP)**

- 3.1 A one-day junior doctor's strike today has not adversely affected patient appointments at the Practice.
- 3.2 SP will be attending a special national conference for GPs on the crisis in recruitment and retention of GPs. The situation is unsustainable and GPs wish to be involved in seeking a solution. Currently 6.5% of the NHS budget is allocated for GP services, compared to a previous 11%.
- 3.3 UnitingCare Partnership (UCP), which was appointed to commission services for the over 65's and those with long-term health conditions, has ended its contract by mutual agreement with Cambridgeshire and Peterborough Clinical Commissioning Group (CCG), as it was financially unable to meet its obligations. The transition of commissioning back to the CCG is being managed to minimize disruption to patients, and includes all contracts UCP held with providers of services.

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

- 4.1 OS gave an up-date on administrative and reception staffing.
- 4.2 The new Practice website is live, and feedback from patients is welcomed via the suggestions box or online via the link on the "Contact" page <http://www.firshouse.com/contact1.aspx>.
- 4.3 The "Choose and Book" hospital referral appointment system gives patients the opportunity to choose attending a hospital other than Addenbrooke's, where an earlier appointment may be available. The

surgery will always contact the patient to check their first choice of hospital.

- 4.4 A new Practice Booklet is available on Firs House website and in hard copy from both surgeries.
- 4.5 The “Friends and Family” test is available online and in hard copy. Patients are encouraged to use this as annual patient surveys are no longer being carried out.
- 4.6 The surgery is contacting patients between 40-74 years who do not have any pre-existing medical condition, to have a routine health check.
- 4.7 Two high-backed chairs for the Cottenham surgery has been kindly donated by patients.

## **5. PPG Community Events Up-date**

- 5.1 The Events Sub-Group gave an up-date on developments:
  - **Save Your Skin** - 12<sup>th</sup> May 7.30p.m. Cottenham Community Centre - Vicky McMoran, Skin Cancer Specialist Nurse and Dr. Simon Poole.
  - **Health and Fitness Café**. Good progress made on joint working with staff and students of Impington Village College. SL and LA have drafted an online questionnaire for students. PPG Members to comment on the draft. **Action: All**
  - **Caring for Dementia** - October TBC. Valerie Freestone, Specialist Clinical Dementia Nurse has agreed to participate.
- 5.2 There was a discussion on the need for advance publicity for the events to encourage a good turnout from the community.

## **6.0 Histon Mental Health Forum Feedback.**

- 6.1 DP explained that the forum was originally convened with a focus on mental health issues relating to young people and older people. It has since broadened out to include people of all ages and a Mental Health Awareness Week is planned for Histon in April.
- 6.2 DP agreed to convey to the Forum, the PPG’s and Practice’s acknowledgement and support of their efforts, and to ask if there was anything the PPG could do. **Action: DP**

## **7.0 November Patient Forum Meeting Key Points** (See Appendix)

## **8.0 AOB**

- 8.1 DP advised that the Citi8 bus terminates in Cambridge Centre and no longer goes to Addenbrooke’s. This was likely to affect a number of people living in Cottenham, Histon and Impington who need to visit the hospital. It was agreed it would be useful for the information to be published under Latest News on the Firs House website. **Action: OS**



8.2 Cambridgeshire County Council is now responsible for campaigns on public health, but is also facing severe budget cuts. What contribution can local communities make? It was felt that the PPG has and continues to promote public health and wellbeing through its information events.

**Next Meeting: Tuesday 1<sup>st</sup> March 6.15 – 7.45p.m.**

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## APPENDIX

### **November Patient Forum Meeting -Key Points**

#### **Clinical Commissioning Group Mental Health Up-date**

**i) Enhanced Primary Care Service** to bridge gap between primary care and secondary care thresholds. i.e. entry and post-discharge to services.

A Stakeholder Workshop was convened in September 2015 . Meetings were held with the voluntary sector, support groups and the Local Commissioning Group. The Service User Network conducted a survey and received 40 responses.

#### Feedback:

- Need for multi-agency/ multi-disciplinary approach incl. voluntary sector
- Holistic assessment of patient needed
- Importance of social care involvement
- Prompt re-access to services where needed is critical.

#### **ii) Mental Health Commissioning Strategy 2016-19**

A number of tasks identified in 2013-16 Strategy have been achieved under the 4 Priority areas:

1. Prompt Access to Effective Help
2. Focus on Recovery Model
3. Inter-relationship between physical and mental health
4. Improve how services are commissioned

Are these priority areas still relevant?

#### **Community Diabetes Service in CamHealth, Isle of Ely and Wisbech surgeries**

An evaluation of the community-based service over 4 years has found that the cost of admissions to hospital was reduced. This could also suggest clinical effectiveness of the service with the patients' improved condition/ stability.