



Minutes of PPG Meeting at Firs House 1st March 2016

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

Apologies: John O'Boyle

The PPG paid tribute to William Bretherick who recently passed away. He has been a valued and active PPG member for the past 3 years, and will be sorely missed.

2. **Minutes of Meeting 12th January 2016 and matters arising**
The minutes were accepted as accurate. There were no matters arising
3. **NHS/Practice Update (SP)**
 - 3.1 No agreement has been reached between junior doctors and the Secretary of State for Health Jeremy Hunt (JH), on their contract. JH will be setting out the new contract and has commissioned an inquiry to find out why morale amongst junior doctors is low.
 - 3.2 The government acknowledges that a “rescue package” is needed for general practice. It is estimated that an additional 10,000 GPs are needed to deliver a safe primary health care service, but this far exceeds the availability of GPs and moreover, the lead-in period for GP to become qualified is long. A recent snap-shot at the Practice logged 62 patient contacts by Dr. Emily Manning in one day, in addition to which she would need to undertake related record-keeping and other administrative tasks. The GPs and all staff at the Practice recognize that the appointment system is under pressure and that this contributes to patients' frustration.
4. **Practice Manager Up-date (OS)**
 - 4.1 **Appointments:** There has been a surge in demand for GP appointments over the past 12 – 18 months, and within that period there are peaks where demand has been exceptionally high, and which cannot be attributed to seasonal illnesses. GPs and locums are providing additional sessions to cope with the demand. Patients requiring an urgent appointment on the day will be seen by a GP at the practice, although not necessarily by the GP of their choice. It is a constant challenge to meet patients' expectations against a background of increased demand and the absence of additional resources. The Practice will continue to keep the appointment system under review.

- 4.2 Electronic Prescription Service: From the beginning of February, prescriptions are sent electronically to pharmacies of the patient's choice. After initial teething problems, the system is providing a faster and more efficient service than the former paper-based system. However if they wish, patients are still able to collect a paper prescription from the surgery.
- 4.3 Access to electronic personal medical records: From March 15th, patients over the age of 16 years may apply to access their records online. Application forms are available at the surgery, which have to be signed by the patient for approval by a GP.
- 5. PPG Community Events Up-date**
- 5.1 The PPG Events working group met in February to finalise plans for the various suggested events. It was recommended that in view of the amount of time and work required for each event by the PPG members involved, that we should concentrate on delivering the three events below, and aim to do them well. The group felt they did not have the capacity to also participate in the Histon Feast again this year, and that consideration be given to the Histon Feast or Cottenham Family Feast every alternate year. PPG Members endorsed their recommendation.
- 5.2
- **Health and Fitness Café**. Good progress has been made on joint working with staff and students of Impington Village College. The event, which is essentially a student-led project, will take place during the lunch break on 20th April. SL and LA have drafted an online questionnaire for students to assess their health care awareness.
 - **Save Your Skin** - 12th May 7.30p.m. Cottenham Community Centre - Vicky McMoran, Skin Cancer Specialist Nurse and Dr. Simon Poole.
 - **Caring for Dementia** – October: Date and venue TBC. Valerie Freestone, Specialist Clinical Dementia Nurse has agreed to participate.
- 6.0 January Patient Forum Meeting Key Points**
(See Appendix)
- 8.0 AOB**
- 8.1 DP gave an up-date on comments posted on HI Facebook, regarding GP appointments at the surgery.
- 8.2 DP up-dated the PPG on Cambridgeshire County Council's initiative, working in partnership with NHS organisations for healthier living, including for the proposed new developments such as Northstowe. The County Council is seeking to work with the community to help mitigate the impact of their budget cuts on their statutory duties and non-statutory role. Histon and Impington Parish Council is trailblazing activities for older people in the area.
"Fit for the Future", a consultation document in developing the Cambridgeshire and Peterborough Sustainability and Transformation



programme can be accessed online. PPG and VRPG members to be encouraged to comment on the document. **Action: FNT and OS**

- 8.3 JM produced options for our PPG Logo, and “green hands” won the popular vote. Many thanks to JM for his efforts, and for producing the poster for the How to Save your Skin event.
- 8.4 LA attended the Histon and Impington Mental Health Vanguard Meeting.

Next Meeting: Tuesday 2nd May 6.15 – 7.45p.m.

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APPENDIX

January Patient Forum Meeting - Key Points

Ophthalmology Update

Ophthalmology is the biggest specialty at Addenbrookes and this has led to issues with capacity. One of the key areas of work is utilising the skills of Optometrists.

The Minor Eye Conditions service has been set up which treat various minor eye conditions.

Ophthalmology referrals from GPs are managed through the Referral Support System. Referrals are triaged by an experienced optometrist who advises the GP of the most appropriate service to send the referral.

Self-referral was introduced in October 2015 with accredited Optometrists where patients with certain eye conditions attending an accredited Optician can often be treated on the spot. This is a free service and leaflets and posters are being produced to publicise it.

Alzheimers Pilot Project

£12,500 Better Care Fund money has been allocated to the project, which is being piloted at Milton and Nuffield Road Medical Centres, where a support worker is involved in multi-disciplinary meetings at the surgery with the patient and carer. Discussions are taking place with the Alzheimers Society on how this pilot might be rolled out across all 9 of Cam Health’s practices.