

FIRS HOUSE & TELEGRAPH STREET PPG

MEETING 15TH AUGUST 2023

NB: These notes are not for external distribution

1. **Present:** Ian Copeland (Chair), Eileen Wilson, Denis Payne, Dr. Simon Poole, Hooda Abdullah, Fei Ni Toole
2. **Apologies:** Libby Mead (Practice Manager), Jean Newman, Geoff Moore, Debbie Goodrick
3. **Matters Arising and Action Points**
No further comments on minutes from 20/06/2023. Actions reviewed. Updates noted below and in appendix

At the Firs a new PPG noticeboard has been installed at the foot of the stairs. Identifying and agreeing content is in progress.

4. **Practice Update (SP)**

The practice is “doing ok” despite the NHS facing challenges due to long waiting times. Demand remains high, and appointments are constrained in order to provide safe and adequate care. The appointment system is working well.

The practice has a new receptionist and Dr Poole praised the whole reception team.

Dr Ben Curtis has joined the practice. Dr Curtis replaces Emma Baldwin.

Dr Sally White is leaving the practice – her last day will be 1st September.

Action IC to send a card on behalf of the PPG

The practice is preparing for the flu vaccination round, but will not be doing Covid boosters. These will be done by the Covid Vaccination Centres as before.

Through collaboration as part of the **Cambridge Northern Villages Primary Care Network (PCN)** the practice will have access to 2 community matrons, a first contact physiotherapist in addition to the pharmacist and social prescriber already in post. Dr Poole is one of the Clinical Directors for the PCN.

Q: Are GPs able to refer patients to specialist services directly?

A: The P&C ICS commission physio/MSK services from Dynamic Health and access to most services (e.g. MRI scans) is done through them. GPs have no freedom to directly refer patients to specialists, with one or two exceptions where there is a specific pathway. GPs cannot make referrals to the Pain Clinic.

Q What is the practice policy for Ear Wax Removal Services? Deafness due to a build up of ear wax is common in older people leading to increased social exclusion and isolation. Are only private options available?

A: Two main treatments are:

- water based irrigation, which can be done by nurses at the practice. Due to high demand, it is generally available via extended access appointments at Over. Ear wax build up frequently re-occurs following treatment.
- Micro suction. This is generally much more effective but is not widely available on the NHS. The practice does not have the equipment or skills in-house to do this. It requires a referral to an ENT department for which there is a waiting list. Some patients may decide to pay for this service via other providers, such as Specsavers.

Q: It has been reported that there is no further funding for PPGs. Does this mean they are no longer wanted?

A: When PPGs were introduced there was additional funding for set up costs. Now, having a PPG is a contractual requirement without extra funding. It is felt that PPGs are widely valued. Patient members volunteer their time and staff members feel participating is a good use of their time. The PCN is considering creating a PCN-wide PPG.

5. Feedback

- **Cambridge Primary Care Patient Group (CPCPG)**

Meeting held on 13/07/2023. A review of housing development and its impact on practices is underway. EW and DP provided information for Cottenham and H&I respectively. Development within H&I is relatively well controlled and no immediate impact identified. In Cottenham it is expected that planned development, agreed before the Neighbourhood/Local Plan was in place, may result in up to 2000 new patients for the practice.

The geographical boundary for the practice list includes a small number of roads on the edge of Northstowe, and patients from there have registered at the Cottenham Surgery. Most residents from Northstowe (approx. 4000) will register with the Longstanton Practice.

It was noted that, for population growth, health services are not put in place in a timely way and this is largely, but not always the fault of the planning authority. One exception was at Northstowe where the Local Authority wanted to introduce some innovative medical provision, but was blocked from doing so by the NHS.

Census info shows that the number of bedrooms a property has does not always reflect the number of occupants. Many 4-bed houses are only occupied by 2 people.

SP said that the practice is seeing a continued expansion of numbers on the list. Action LM to provide data on changes in practice list size in recent years for Histon and Cottenham.

- **Cambridge and South Cambridgeshire Health and Care Forum**
Meeting held on 02/08/2023. Organised by Healthwatch. Prior to this meeting IC circulated a PPG Toolkit presentation for information and review.

Discussion on new private organisations known as Care Micro Enterprises (CMEs) which exist to provide support for the elderly. This may include gardening, shopping etc. One such CME is Care Together.

6. Any Other Business

Information on **Our Future Health** research program was shared. Personal choice if members wish to participate.

Funding for cycle rack installation at Cottenham still required. Maybe possible to get a grant from SCDC Zero Carbon Community Grant. Permission to install is also required from the Practice. **Action LM & FNT** to investigate grant funding for cycle rack installation.

Question for next time on new Community Diagnostic Centers.

7. Date of Next Meeting

Proposed: Tuesday 10th October at 4:15pm

Proposed: Tuesday 12th December at 4:15pm

Appendix – Action List

Date	Who	Action	Status
20/06/2023	Fei	<i>To forward message to Keith</i>	<i>Complete</i>
20/06/2023	LM	To review information on practice website re appointment system and expand where necessary.	Carried forward
20/06/2023	IC	<i>to canvas opinion on the sharing of PPG members email addresses/phone numbers</i>	<i>Complete</i>
20/06/2023	IC and LM	To agree other content for PPG notice board	In Progress
20/06/2023	FNT	To discuss PPG email security option with KS	Carried forward
20/06/2023	IC	To update and reissue ToR and Code of Conduct	Carried forward
20/06/2023	IC	To contact members start planning process for future event.	Carried forward
15/08/2023	IC	To arrange a card for Dr White on behalf of the PPG	New
15/08/2023	LM	To provide data on changes in practice list size for Histon and Cottenham for information	New
15/08/2023	LM & FNT	To investigate grant funding for cycle rack installation.	New