

FIRS HOUSE & TELEGRAPH STREET PPG

MEETING 10TH OCTOBER 2023

NB: These notes are not for external distribution

- 1. Present:** Ian Copeland (Chair), Denis Payne, Dr. Simon Poole, Hooda Abdullah, Fei Ni Toole, Libby Mead (Practice Manager), Debbie Goodrick
- 2. Apologies:**, Geoff Moore, Colin Eagleton, Jean Newman. Jean has also indicated that she will be standing down from the PPG for personal reasons. **Action IC** to thank Jean, on behalf of the PPG for all her support.
- 3. Matters Arising and Action Points**
No further comments on minutes from 15/08/2023. Actions reviewed. Updates noted below and in appendix

David Jenkins has contacted IC to express an interest in joining the PPG.

- 4. Practice Update (SP)**
The practice continues to function as best as it can given all the pressures on the NHS/Primary Care. There have been considerable changes over the last 12 months in IT and appointment systems and the staff have adapted well. The practice has 4 new GP trainees working under the guidance of Dr Bastiani and Dr Manning. The trainees have specifically asked to come to the practice because of the good reputation for providing a well-supported training experience.

Dr Ben Curtis (the new partner) has settled in well.

Dr Poole announced his planned retirement at the end of the year. A public announcement will go out next week. Dr Poole has been at the practice for 32 years and commented that the life of a GP has changed significantly over that time ,but it has been a long and enjoyable journey. He was also pleased to announce that the practice has found a new partner to replace him.

Everyone expressed their regret that he was leaving, and thanks for his longstanding commitment to his patients and his support of the PPG. It is hoped that we will get an opportunity to express our thanks to this person at some future date.

[DG and LM joined during this item]

Practice Update (LM)

Patient feedback is now mainly done on-line. Recent feedback includes:

- A complaint that the non-urgent request form is not available outside surgery. This is to avoid a backlog of requests to triage when some issues might in fact be urgent.
- Praise for the new telephone queue call back system. This has reduced the average queue wait time to 4 minutes.
- It should be possible to cancel an appointment at any time. The EMIS system has issued an update that will enable this.
- A comment about the many different systems that one can use (NHSApp, Patient Access, MyChart, online appointments) to make appointments, request repeat prescriptions, look for test results etc., and how they do not show the same information, and how difficult it can be to know which one to use. It was suggested that some explanation of the systems and a recommendation of “best route” be added to the practice website. LM explained that the IT systems were under the control of NHS England. The issue of connectivity between the systems is a well own shortcoming and NHS England/NHS Digital have so far failed to resolve it. The practice has limited control over this but will look into better wording to signpost patients more directly/correctly, particularly when requesting repeat prescriptions. **Action LM**
The PCN has recently appointed a “Digital Champion” which will help to simplify access and information for patients.

It was clarified that one of the roles of PPG members was to be the voice of the patient, to provide feedback to the Practice. This might be personal experience or passing on the experience of others. Patients could provide feedback to the PPG via the dedicated email address once it was restored. It would be helpful to have a specific agenda item for this. **Action IC** to add Patient Feedback as agenda item for future meetings. Items for discussion can be circulated to the Chair in advance of the meeting.

Following discussion on the difficulty of identifying the correct route to order repeat prescriptions on-line and some ambiguous messaging about how long a period prescriptions could cover, Dr Poole clarified that :

- The NHS has a policy that a prescription can provide a maximum of 2 months medication. This is understood to be partly for financial/economic reasons (charges levied) and partly to avoid wastage of medicines.
- Following some research, the (then) CCG imposed a one month limit on prescribing and the ICB currently follows this policy. The practice can make the case for 2month prescribing in certain cases.
- Exemptions for the 1month/2month rule apply to contraception and HRT
- In some other cases, on a clinical basis, it used to be possible to “batch up” prescriptions for 6 months. Action LM to investigate if this is still possible.
- For patients on several different medications, it is possible to get the prescribing synchronized. The patient should make a request for this.

It was noted that the rules around prescribing were designed and in place to prevent accidental misuse and to allow for follow up and review for those on long term medication.

5. Patient Survey

There is an annual national GP Patient survey. The latest results came out several months ago: <https://www.england.nhs.uk/statistics/2023/07/13/gp-patient-survey-2023/>

There is a "Family & Friends" feedback option available on the Practice website: <https://www.firshouse.com/friends--family-test>

6. Format and Timing of PPG Meetings

In order to make PPG membership more accessible a proposal to vary the time (16.15/18.15) and method (face-to-face vs Zoom) of PPG meetings would be circulated to full PPG membership for agreement. **Action IC**

7. External meetings

Notes from the following meetings were circulated by email:

- Cambridge Primary Care Patient Group (CPCPG) meeting of 07/09/23.
- Cambridge and South Cambridgeshire Health and Care Forum (and Healthnet) meeting of 12/09/23
- Greater Cambridge Health and Care Forum meeting 04/10/23
- Cambridge Primary Care Patient Group (CPCPG) meeting 05/10/23

Of particular interest was the presentation on the new Childrens Hospital. One of our Parish Councillors has some connection to this project and may be willing to talk about it to the group.

Discussion followed on how one PPG had increased its membership and what channels we could use to publicise our PPG and recruit new members. It was suggested that the Chair could write an article for publication on HI Hub /HiLights and Fen Edge. **Action IC**

8. Dementia Awareness

Jan Payne may be available to run a dementia awareness PPG event in the village. **Action: IC** to contact Jan and discuss feasibility/dates etc. A small subgroup could then be put together to organise the event

9. Any Other Business

It was agreed that our PPG minutes could be published on the Practice website and forwarded to the CPCPG.

10. Date of Next Meeting

Tuesday 12th December at 4:15pm. It is noted that this is the last working day for Dr Poole.

Appendix – Action List

No	Date	Who	Action	Status
1	20/06/2023	LM	To review information on practice website re appointment system and expand where necessary.	Carried forward
2	20/06/2023	IC and LM	To agree other content for PPG notice board	In Progress
3	20/06/2023	FNT	To discuss PPG email security option with KS. This may now be possible as KS now available (updated 10/1/0/23)	Carried forward
4	20/06/2023	IC	To update and reissue ToR and Code of Conduct	Complete
5	20/06/2023	IC	To contact members to start planning process for future event.	In Progress
6	15/08/2023	IC	To arrange a card for Dr White on behalf of the PPG	Complete
7	15/08/2023	LM	To provide data on changes in practice list size for Histon and Cottenham for information	Complete
8	15/08/2023	LM & FNT	To investigate grant funding for cycle rack installation.	Carried forward
9	10/10/2023	IC	To thank JN on behalf of PPG	New
10	10/10/2023	LM	To make updates to the website to include an explanation of the various apps/systems in use when to use them. To improve the wording on the website used to signpost patients requesting repeat prescriptions.	New
11	10/10/2023	IC	To add <i>Patient Feedback</i> as agenda item for future meetings.	New
12	10/10/2023	LM	To investigate if it is possible to “batch up” prescriptions for 6 months.	New
13	10/10/2023	IC	Circulate a proposal to vary the time and method of PPG meetings to full membership list for agreement	New
14	10/10/2023	IC	To write article about PPG for local publications	New
15	IC	IC	To contact Jan Payne to discuss possibility of giving a dementia awareness session.	new