

Minutes of the Acorn Surgery Patient Participation Group (Acorn Patient Team)

23 August 2016, 6-7pm, Room G89, OakTree Centre, Huntingdon

Present: Martin Wilsher (Chair), Claire Holman, Dean Bloom (Treasurer), Trish Hawitt Palmer (Acting Secretary), Peggy Clark, Chris Osborne, Robert Mulroy, Verena Bruce, Izzy Wynn, Robert Bruce.

Agenda item		ACTION
1. Welcome & Apologies for absence	Apologies were received from Brian Shoemsmith; Mary Blackhurst-Hill, Carol Primett.	
2. Minutes of the last meeting	The minutes of the last meeting were agreed as a correct record and signed by the Chair.	
3. Matters arising	<p><u>Item 3 CQC:</u> No inspection date notified as yet. On behalf of the Partners, THP asked if a member of the PPG would consider being involved in the opening presentation given to the Inspection Team on the day. To be kept under discussion.</p> <p><u>Item 6 Patient Survey:</u> THP confirmed that the final version of the survey has been uploaded and the link available on the website home page. It will also be emailed out to patients on the Patient Reference Group and hard copies are available in the waiting areas.</p>	
4. Treasurer's report	The Treasurer tabled details of the financial situation and reported that that there is a balance of £1,119.43 in the bank account. It was agreed that income from book sales continues to be very healthy and that this should continue as the main arm of fundraising. The proceeds from the recent raffle totalled £63.00. The £500 donation towards the purchase of the 24-hour blood pressure monitor will be made once a second signatory is available. The Chair queried if a further machine would be necessary; THP felt that 2 is likely to be sufficient at present, though the Practice has signed up to an enhanced service offering these tests. MW queried whether carrying out these tests is useful and THP confirmed the data gathered is very useful for the GPs to reach decisions about likely diagnosis and whether the patient needs onward referral for cardiology specialist opinion. Izzy W flagged idea of purchasing bunting to use at future events and this to be kept under review.	
5. Seasonal Flu Clinic – Carers event & PPG Recruitment	THP confirmed the date of Saturday 8 th October as the Practice's seasonal flu clinic. As mentioned at last meeting, the Partners are keen for the PPG to be involved and work in parallel with the Flu Clinic on an event for Carers and to take the opportunity to boost PPG recruitment. In addition, the Acorn Pharmacy are planning to deliver a health screen session to identify undiagnosed disease as an outreach opportunity. As Carers often have difficulty finding time to attend separately for their flu jab, this would be a chance for this cohort of patients to be vaccinated alongside their cared-for. Agreed that the PPG will have involvement in this event; THP will get final confirmation from Hassan Walji the Pharmacist re his part in the event and then move to producing the advertising materials. Roger	

	<p>B suggested the possibility of free advertising via local press; agreed this would be a good idea via an editorial piece. As he has existing contact, Robert M will draft article for Hunts Post and liaise with THP to confirm all details. Peggy C also suggested contacting reporter from vending machine issue to be utilised.</p>	
<p>6. Practice Team Update</p>	<p>THP updated members on the recent appointment of a further GP to the Team, Dr Danielle Witherick, who has been appointed as a GP on the Retainer Scheme and gave brief explanation of the aims of this Scheme.</p> <p>Additional nurses appointed earlier in the year are now becoming well established and have brought a range of specialist skills to the clinical team. MW raised previous idea of having specialist cancer nurse on the team as a fall-out from the most recent Health Awareness event on the topic of cancer. To be kept under discussion and THP will take to Partners meantime.</p> <p>Roger B queried whether the Practice has considered using nurses for telephone triage; THP confirmed that they have a triage nurse on the team who is currently on maternity leave. The revised appointment system introduced at the end of March this year has somewhat negated the need for nurse triage as GPs now deliver a telephone consulting system with direct contact and management of the patient, making the decision during the tele consultation whether the patient needs to be seen face to face and can make an appropriate appointment according to patient need, patient choice and patient convenience, be that with a nurse, other member of the GP team with particular skills or with the GP themselves. MW confirmed that in his experience this system worked very well indeed; THP gave feedback that overall the system seems to be working very well in better responding to patients' needs, with effective and efficient decision-making and with workload demand, with a tangible reduction in the number of patients needing to attend for face to face appointment. Formal data analysis on the latter is planned and will be shared with the PPG when available.</p>	
<p>7. Committee member recruitment</p>	<p>Martin W raised the issue for discussion of the need to identify a Chairperson and Secretary to become part of the formal Committee as, since CP's term of office came to an end as Chair in December 2015 and FL standing down earlier in the year as PPG Secretary, THP has been in Acting role for both of these positions in the interregnum. It was agreed that both of these positions should be held by a patient but for reasons of expediency THP has continued to support the Group with this situation. However, MW stressed the importance of identifying people from the group to take these roles on. Having agreed at previous meeting to have a rolling Chair, Claire H and Martin W have stood as Chair at last two meetings. Although prepared to help, it was agreed inappropriate for the Treasurer to take on a second role on the Committee and therefore a proposal was made by Dean B (Treasurer) that MW take on the role of Chair until the AGM when formal nominations would be made. Proposal seconded by Izzy W. MW accepted the nomination and will therefore act as Chair for the PPG until the AGM in December (date to be agreed). THP will continue to minute the meetings until such time as a PPG Secretary is identified and the members are hopeful that someone will step forward to self-nominate in due course.</p>	
<p>8. Any other business</p>	<p>a) Acorn Pharmacy: DB shared details of a very positive experience he recently had with the service provided by a member of the Pharmacy Team who had gone above and beyond what would normally be expected from this service. DB is keen to acknowledge the excellent service and THP will pass this on to Practice staff who</p>	

	<p>work very closely and collaboratively with the Pharmacy Team to improve patient care, and to the Lead Pharmacists, Safil & Hassan.</p> <p>b) <u>Non-emergency transport.</u> THP highlighted a service change due from 1st September for non-emergency transport for patients attending clinics, etc. the CCG has commissioned East of England Ambulance Service to manage the service, including the booking process currently undertaken by Practice staff. Poster and patient info leaflets available and will be uploaded to the website and Izzy W will make these available on the Practice's social networks. Agreed the planned change is an improvement with patients and their carers being able to make direct bookings and eligibility criteria will remain the same.</p> <p>c) <u>Genetic Links to Diabetes:</u> Peggy C highlighted a radio programme she had accessed on genetic links to diabetes and patients being treated with drugs inappropriately. PC enquired whether Practice aware of this situation; THP will raise with the GP team and investigate further.</p> <p>d) <u>Prescribing Issues:</u> Several members of the Group highlighted issues with batch prescriptions and multiple dispensing of items when not required. THP will discuss individual cases with members separately to this meeting so she can investigate.</p> <p>e) <u>Anticoagulant Service:</u> Robert M enquired re new anticoagulant service being delivered by the Practice from early September. THP explained process and how patients accessing this can expect improvement in overall care due to one-stop-shop approach to service delivery. RM agreed to act as Patient Advisor to the Practice on this area of work.</p>	
<p>9. Date of next meeting</p>	<p>Tuesday 27 September 2016, 6-7pm</p>	