

Vine House Patient Participation Group

Minutes of meeting held on Wednesday 15th January 2020

PRESENT

Bob Cockerell, Alison French, Christine Jones, Jane Lay, Sandra Ludlow, Sue North, Jo Stanley, Peter Warman, Madeleine Watkins, Ron Whatton

ITEM 1 – Introductions

Jo welcomed the group

ITEM 2 - Apologies for absence

Sue Brady, Mark Deamer, Brenda Southorn, Joan Gentry, Dr Carter

ITEM 3 - Minutes of the last meeting, held on Thursday 17th October 2019.

The minutes were signed as a true record.

ITEM 4 - Matters arising

- a. Item 4a – Patient Access:

The paper application form for signing up for on-line access now explains that identity can be verified at weekends

- b. Item 4b – Sheepcot PPG – Sue N noted that she had not heard from Sheepcot PPG yet, but would try to establish contact again

ACTION: Sue N

- c. Item 4c – Group Consultations

Jo noted that this topic would be discussed at the forthcoming GP Practice meeting

ITEM 5 – CQC Inspection on 2nd October

The CQC report had been published (available on-line via the Vine House website) and showed that the practice is good in 4 of the 5 categories; one sector was recorded as 'requires improvement'. This related to a procedural check, for which the regulations had been tightened. It was easily rectified and an action plan has been put in place. The CQC will return for a follow up check during 2020.

ITEM 6 –Incentive Scheme and patient representation

Jo has included a request for younger patients to be encouraged to join the PPG in the latest Grapevine newsletter.

There was discussion about the incentive scheme, and it was agreed that the PPG is currently working at the Bronze level, but that an action plan to extend this to the Silver level would be helpful.

Sue N would ask members of the PPG for volunteers to be part of a small working group to construct an action plan and evidence base for the incentive scheme.

ACTION: Sue N

ITEM 7 Patient Satisfaction Survey

It was previously agreed that a patient satisfaction survey would be useful, and there was further discussion about how this should be addressed.

The following points emerged:

- Sandra noted that West Herts Hospitals Trust used a patient satisfaction survey at its outpatients clinics that might be helpful. She offered to collect a copy and send to Jo.
 - **ACTION: Sandra**
- Peter noted that parking for Vine House Health Centre can be difficult, and that a map to show nearby parking facilities might be useful. This could be posted on the website and also displayed on the noticeboard. Peter offered to supply a suitable map.
 - **ACTION: Peter**
- The survey should address levels of satisfaction with the experience of visiting the practice, and should give patients a chance to explain positive or negative aspects. It should be limited to four or five questions.
- A small working group should meet to develop a draft survey, Peter and Jane offered to help; Sue N would circulate the membership to see if other members would be able to contribute.

• **ACTION: Sue N**

There was a brief discussion about the removal of children's toys from the waiting area and it was noted that this was for safety reasons and control of infection.

ITEM 8 NHS hearing aids

People with NHS hearing aids are entitled to free batteries, and these can be collected from one of the three hospital audiology departments, or from the monthly drop-in clinics run by the charity Hearing Advisory Service, held at different venues around the county. The closest one to Abbots Langley is held every third Wednesday from 13.15 to 14.45 at The Nap Surgery, Kings Langley.

There was discussion regarding the possibility of setting up a battery supply service run by volunteers in Abbots Langley, but this was regarded as impractical.

It was noted that a postal service is offered by the three hospitals, and that this works very well. Patients who are unable to attend The Nap could obtain their batteries by post. (The batteries can also be purchased from pharmacies and other shops)

ITEM 9 New services provided by the Primary Care Network (PCN)

Chris explained progress with the development of the local Primary Care Network (replacing the earlier model of collaborative working known as 'hubs'). Dr Faizy is the clinical director for our PCN, which includes Sheepcot Surgery and Abbotswood Surgery.

The PCN will receive financial support initially to enable the employment of a prescribing pharmacist and a social prescriber (link worker), both of whom will work at all three practices, spending two days of the week at Vine House Health Centre.

The prescribing pharmacist will be able to carry out asthma/COPD reviews, and will also deal with medicines management, improving safety, and possibly reducing costs eventually.

ITEM 10 Any other business

- a. **Defibrillator training** – no action to date
- b. **Acknowledgement of patient emails** - when a patient sends an email to confidential.vinehouse@nhs.net requesting an action, there is no automatic acknowledgement of receipt, or reply even when the action has been taken. This can cause frustration and waste time as the patient then phones to find out what has happened, and practice staff have to investigate. Chris and Jo will investigate further.

ACTION: Jo and Chris
- c. **Organ donation – change to regulations** – from spring 2020 the law is changing so that everyone is deemed to be content to be an organ donor after death unless they have opted **out** of the scheme (instead of having to opt **in**, as has been the case until now)
- d. **Blood pressure monitor** – it was noted that some surgeries made a blood pressure monitor available for use in the waiting room, so that patients could take their own reading prior to seeing a doctor or nurse. Chris noted that this had been discussed previously, but that it would be raised again.
- e. **Blood testing** – for routine blood tests patients are asked to attend the blood clinics at the local hospitals if they are able. There is limited time available for blood tests at Vine House and this service is intended for the most frail and least mobile patients.
- f. **Ranitidine** - this medication is the subject of some concerns, but communication about this seems to have been inconsistent. Further investigation would be carried out.

ITEM 11 Date of the next meeting

The next meeting of the PPG will be held at 7.30pm on Wednesday 29th April, at Vine House Health Centre.