

Vine House Patient Participation Group

Minutes of meeting held on Tuesday 26th March 2019

PRESENT

Murray Blackford, Alison French, Joan Gentry, Christine Jones, Sandra Ludlow, Rose Morgan, Sue North, Brenda Southorn, Jo Stanley

ITEM 1 - Apologies for absence

Eric Goldsworthy, Jane Lay, David Stower, Peter Warman

ITEM 2 - Minutes of the last meeting, held on Thursday 10th January 2019.

An error was corrected (Item 6, Peter **Warman** not Peter Ward) and the minutes were signed as a true record.

ITEM 3 - Matters arising:

1. Item 4 – PPG surveys: unfortunately, staff sickness had prevented progress with this work. It was noted that there is still confusion and frustration amongst some patients regarding availability of appointments. A survey should help to identify the problems encountered and areas that require improved explanation. Sue North will ask members of the PPG to suggest ideas for inclusion in the survey and pass these to Jo.

Action : Sue North

It was agreed that further work will be undertaken during the next quarter, and the aim is to have ideas ready for discussion at the next PPG meeting

Action : Chris Jones, Jo Stanley

2. Item 5 – the post of Chair remains vacant

ITEM 4 – Report back on the PPI and PPG network session held on Tuesday 26th February

Sue North reported some details of the meeting:

Econsultations

There is a move towards greater use of technology to improve access to services, and a scheme is being rolled out during 2019. The service will be accessible via the practice website and via the new NHS smartphone App that is also being introduced this year.

Once it is in use, there will be a role for PPG members to help the practice introduce the scheme to patients.

Service updates

Ophthalmology Services:

Community ophthalmology services have been set up to make sure care is closer to home for routine checks and treatments. This includes cataract procedures. Each locality has an appointed centre – Sheepcot Medical Centre is the nominated centre for our locality. Additionally there are 12 accredited ophthalmology practices in the HVCCG region, including Specsavers and Boots in Watford.

Improving services for patients who have falls:

40% of ambulance calls are for falls in the over 65 age group, and the new service aims to reduce this.

A **new urgent response service** will work to keep frail older people out of hospital, especially after a fall, by sending a specialist team to their home to assess them and make sure they get the right treatment and help.

The service will target elderly patients who have been assessed by 999 or NHS111 call handlers as **not** having injuries or problems requiring an emergency hospital admission. (As well as falls, the service will also support patients with urgent but non-emergency health issues such as diabetes related problems, non-severe burns, diarrhoea and vomiting and urine infections.)

The **paramedic and occupational therapist** team will immediately assess the person's medical or care needs as well as their home environment. The paramedic will give any immediate treatment needed and arrange for further medical help, if required, while the occupational therapist will offer home safety advice, order any mobility equipment they need and help them access help from other specialists

The service will serve patients across west Hertfordshire. The car will be operating from 8am to 7pm five days a week.

ITEM 5 – Report back on the PPG network meeting for Three Rivers and Watford locality on Tuesday 12th March

Jo Stanley outlined the main details of the meeting:

1. Local networks – there are now 20 practices within the Watford and Three Rivers Locality. GP practices are independent entities, but in future will work in local group networks to collaborate in the employment of shared-use services including pharmacy and physiotherapy, and social prescribing professionals. These services will rotate around the local group network. This should improve the patient experience and relieve some pressure on GPs. Vine House has formed a network with 3 local practices called North Watford Network.

2. Four PPGs were represented at the meeting and outlined activities that these groups undertake.

They include:

- i. Supporting social prescribing
- ii. Promoting park runs, health walks
- iii. Organising presentations from local organisations and patient information sessions
- iv. Carrying out patient surveys
- v. Improving the website (and having a PPG section on the website accessible by the PPG)
- vi. Production of a newsletter
- vii. Setting up an email group for patients with children

ITEM 6 - Any other business

- a. **Publicity:** It was agreed that the PPG would participate in National PPG awareness week, 10th -15th June. It was hoped that members of the PPG would help promote the PPG during the week. Sue North will liaise with Jo Stanley regarding the notice board and publicity materials, and will ask for PPG volunteers to attend the surgery during the week. Suggested times are 10am - 12noon and 3.30pm - 5.00pm.

Action : Sue North

- b. **The NHS App:** the App can now be downloaded to smartphones, and the functionality will increase during the year
- c. **Changes to Doctors:**
Dr Williams has now retired as a Partner, but will still work one day per week
Dr de Souza now works one day per week
Dr Erum Hoda is joining the practice, and will work 3 days per week, Monday, Wednesday and Friday
- d. **HVCCG weekly Newsletter:**
There is now a weekly newsletter from HVCCG that Sue North will forward via the PPG mailing list.
An important note on last week's newsletter is the **re-introduction of the IVF service**. This service was withdrawn last year as part of the cost saving exercise, but has been reinstated, subject to eligibility. It will cover one IVF cycle per patient.

ITEM 7 - Date of the next meeting

The next meeting of the PPG will be held on Monday 1st July at 7.30pm, at Vine House Health Centre.