

Parsonage Patient Participation Group

Minutes of meeting held on Monday 19th November 2018 @ 7.30 pm

Present: Dr Prit Takhar, Michelle Ford, Anne Davis, Barbara Jessup, Geoff Lay, Julie Lay, Pauline Williamson, Kay Newton, Sue Howe

Apologies: Stuart Masters

No	Item	Action
1.	Apologies for absence	Noted Above
2.	Actions from previous minutes	Reviewed
3.	<p>Update from Dr Pritpal Takhar re Registrar training Dr Mohammed is doing well –1st February 2019 will be his last day at Parsonage Surgery, then he will commence an 18 month rotation at Princess Alexander Hospital in Harlow.</p> <p>Our next registrar will join us in Feb 2019– he is a 2nd year (ST2/3) and will be here for approx. 18 months.</p> <p>Dr J Takhar (JT) is undergoing assessment to be approved as a Trainer – this would then provide the option of us being able to recruit another trainee.</p> <p>We have advertised for a Salaried GP but to date had a low response rate. PT and JT are therefore keen to ensure they are able to have trainee’s onsite & hope to recruit once they are qualified.</p> <p>We try where possible to recruit regular Locums, recently we have had Dr Kupa & Dr Gonzalez covering shifts, many GP’s prefer to work as Locums rather than becoming a Salaried GP as it offers flexibility/choice.</p> <p>South Street are a larger training practice & have 4 trainees offering various sessions, the practice have salaried GP’s too.</p> <p>PT and JT do a 4 day week (long days) & share the list size currently. With extra patients joining us, Dr Takhar confirmed we are not at an unsafe level but have more than average number of patients.</p> <p>The current appointment wait time is potentially longer as PT and JT had taken annual leave recently – all urgent appointment requests continued to be triaged & offered appointments where clinically appropriate.</p>	
4.	<p>Open Bag Campaign The Hertfordshire and west Essex Sustainability and Transformation Partnership’s (STP) Medicines Optimisation working group, have been working on an ‘Open the Bag’ medicines waste campaign, this launched on Monday 12th November 2018.</p> <p>Every year across Hertfordshire and west Essex, an estimated £7 million of unused medicines are wasted. Research with patients and carers across the area suggest that prescription medicines are sometimes over-ordered ‘just in case’ they run out – leading to very expensive and potentially dangerous stockpiles of medicines in the home that have a limited life.</p> <p>Some patients are also reluctant to tell their GP surgery that they have stopped taken medicines that have been prescribed for them, which could lead to serious health problems. To address this issue, this public awareness campaign will run across the Hertfordshire and west Essex area to encourage patients to check their medication before they leave the pharmacy.</p> <p>We are keen to ensure that what is dispensed is exactly what is needed and requested. The campaign will include:</p> <ul style="list-style-type: none"> • social media advertising • stickers on pharmacy bags encouraging encourage patients to ‘Open the Bag’ and check the contents are all required before they leave the pharmacy. • posters for pharmacies and GP practices • slides for GP practice information screens 	<p>MF has emailed link / details to patients via PPG email account</p>

	<p>In order to ascertain the success of the campaign, patients are asked to complete a short 2-3 minute 'SurveyMonkey' online questionnaire, on a voluntary basis.</p> <p>The survey launches from 12.11.18, & will assist in understanding whether perceptions and behaviour have changed. You can take part in the survey via http://www.enhertscqg.nhs.uk/medicines-waste</p> <p>The PPG group discussed an example that a local pharmacist had seen whereby a patient who passed away had a bath full of unused medication that had to be destroyed. KN said in her experience hospitals are also guilty of over prescribing when patients are discharged from hospital, even if the patient has advised them that they have sufficient supplies at home.</p>	
5.	<p>Staff Update</p> <p>Debbie – Receptionist, will be leaving mid-December, we have therefore recruited a replacement & decided to increase the reception team staffing levels by recruiting an extra receptionist too. Bryany & Sharon will be joining us week commencing 26.11.18</p> <p>Sharon worked for 10 years at St Claire's hospice and Bryany was working in at GP Practice in Waltham Abbey.</p> <p>Sophie has recently been promoted to 'Reception Manager'. She will assist with admin and reception team, however will continue with her part time role of Healthcare Assistant too.</p> <p>Zoe, our current apprentice started in August, she is learning all aspects of the reception / admin roles, her training is progressing well. Zoe's apprenticeship will finish in Aug 19, and dependent on our recruitment needs, there may be potential to offer a permanent position.</p> <p>KN asked if practice staff know what is discussed in PPG meetings – MF confirmed minutes are shared / can be viewed on our website.</p> <p>Sisi (Practice Nurse) is leaving at the end of December to work closer to home. Management team will be discussing recruitment options.</p> <p>GL asked if difficulty recruiting GP's was only here or everywhere due to a deficit of trained GP's and nurses.</p> <p>PT confirmed it was difficult to recruit as many GP's prefer to work as Locum or may potentially work abroad once qualified.</p> <p>KN mentioned that during a CCG meeting she had attended, it was suggested that once Doctors have been trained by NHS that they should then be contracted to work for a minimum of 3 years for the NHS in a bid to retain staff longer.</p> <p>PT – also mentioned that often Nurses are trained at costs to practice to become nurse prescribers / have additional training, but then leave for a higher rate of pay.</p> <p>We will continue advertising for additional clinical staff.</p>	
6.	<p>Meeting dates for 2019</p> <p>Discussion re reducing from 6 meetings to 4 meetings per year – with 'virtual' email updates as & when relevant information needs to be circulated.</p> <p>KN was concerned that with 4 meetings a year, we may lose touch and find it hard to keep up with everything. GL said he understood KN's point that they may lose touch and miss things –</p> <p>MF confirmed that PPG members could meet in between dates if they had items they wished to discuss; MF could facilitate room space if needed – also reception was manned on Tuesday evenings until 8pm, therefore this would be an ideal day for ppg members to meet on ad-hoc basis in between scheduled meetings.</p> <p>MF suggested we trial the dates and if we feel the gap is too big we can review it midway at the May 2019 meeting. – All agreed.</p> <p>The new dates are: 04.2.2019 13.5.2019 05.8.2019</p>	

	<p>04.11.2019</p> <p>KN discussed that the CCG want to get more involved with patient groups– there is a meeting on the 12.12.2018 from 6-8pm in Welwyn Garden City to discuss finding new ways to engage with PPG groups. KN will email details for any members who wish to attend.</p> <p>They CCG are running another workshop on long term strategies for patients/carers – including cardiology, diabetes, neurology and respiratory – anyone who is interested can contact Mark Edwards - Public Engagement at East and North Herts CCG - 01707 685 397 - engagement@enhertscg.nhs.uk</p> <p>There is a survey on PPG groups and how we would like these to go forward. There will be a stall at Bishops Stortford market on 17.12.2018 to promote PPG's and review how the more successful PPG's can support / teach other PPG's.</p> <p>KN/PW advised the CCG are impressed with Sawbridgeworth PPG who have a successful, well attended PPG along with a PPG Facebook / Twitter page, (it was noted that they also interview PPG candidates) this was something Parsonage PPG were not keen to follow, all at meeting agreed that all patients are welcome!</p> <p>GL said he would step down in 2019 if anyone else would like to chair. KN would also step down as vice chair in 2019 if anyone else would like to take on the role.</p> <p>PW – Herts & Essex co-location plans are changing – health provisions for new homes must be considered – discussion took place re GP surgeries in our locality & the continued need for a town centre presence.</p> <p>Discussion re digitalisation of medical records, due to lack of storage space – many patients have larger records. CCG potentially to consider digitalisation of primary care records – PPG are concerned about only having digital storage, many patients would be keen to have paper records as back up.</p>	
7.	<p>AOB None</p>	
8.	<p>Next meeting: Monday 4th February 2019</p>	

