



**Patient Participation Group
Minutes of Meeting
Wednesday November 20th 2019**

1. Present: Dr M Asif, Theresa Banks (TB), Paula Bell (PB), Enid Bright (EB), Jane Chase (JC), Kathy Foley (KF), Jasmine Fulcher (JF), Ian Gutteridge (IG), Stella Gutteridge (SG), Margaret Worledge (MW)

2. Apologies: Rachel Seakins (RS), Penny Hipkin (PH), Anne Lemmon, Colin Johnston, Pat Simpson, Karen Goult.

3. Speaker: There was no speaker so there will be a presentation at the January meeting.

4. September minutes : there was no committee meeting this month so no update was available. IG reviewed the minutes for July which was the last general meeting before the September AGM.

5. Matters Arising – IG reported that new chairs have now been purchased and are in use in the surgery. A donation has been made to the practice for the chairs.

6. Practice Update:

-KF reported that the practice has been awarded funds to move to Full Business Case for new build. The CCG and NHS England are keen for the New build to go ahead. The practice has met with the CCG and Surveying company to put together a timeline, with two strands side by side to save time – Building and Public Consultation.

The CCG is very keen that public consultation is conducted in a detailed way. KF said that everything must be passed by HOSC (Health Overview and Scrutiny Committee). Surveys could take place in the waiting rooms, using MJOG and could run, possibly, in December or the beginning of January. Invitations to Open Evenings could be sent via text, Twitter and Facebook, to patients and the PPG might be asked to come and speak to them.

IG suggested that we need to find out what HOSC are looking for before preparing any consultation documents. IG will circulate the Committee, asking for ideas and then some group members will meet with KF and Simon on Wednesday 7/11/19 to provide input to the survey.

-KF reported that a new telephone message is being prepared and that Bowel Screening is going well.

-The Practice is considering employing another GP from an International GP Recruitment Scheme managed by NHS England. KF outlined how this operated and said the potential recruit seemed impressive,

7. Treasurer's Report:

The total balances are £686.53 (See Appendix B).

8. QEH Update: In PH's absence, various reports were circulated. (See appendix A).

9. Volunteering Project:

This has not yet started.

10. A.O.B

- MW asked about the POD system for ordering prescriptions. KF said that we had had a very large take up, far more than other areas. MW was concerned about communication problems between POD and her chosen chemist. JC pointed out that the timings for POD were impractical for younger, working adults.
- JF questioned the effectiveness of the Patient Alert Card system. It stipulates that she must contact her doctor immediately, if there are problems, but she found she could not do that when she rang the surgery. Dr Asif said that reception sends the message through to the relevant GP who would deal with it. There was some discussion around this and it was felt that the Practice needs to be patient-centred.
- TB raised the issue of patients being denied the opportunity to see a Nurse practitioner or GP when they had a UTI. She felt that simply asking the patient to provide a urine sample to be sent away and making the patient wait for results before issuing a prescription was risky, particularly with older, more vulnerable patients. Having to wait could result in a patient ending up in hospital, as has happened in some instances, and it may be that if a GP sees the patient who thinks they have a UTI some other condition may be diagnosed. The patients also have to fill in a long and complicated questionnaire to hand in with the urine, all very daunting for some. KF said this was the current protocol but TB commented that Urology is sometimes having to deal with their chronic patients, who have a known chronic UTI condition, because they are not being issued a prescription by the GP until the urine is tested and the Questionnaire completed.
- TB expressed the view that In the case of patients who have a known, pre-diagnosed condition, it should be possible to bypass these protocols.

11. Dates of Next Meetings:

Committee Meeting	8th January 2020 2pm
PPG Meeting	15th January 2020 6pm

Appendix A

We know that as the QEH approaches the age of 40, our hospital is showing signs of wear and tear.

While it is clear that minor fixes and repairs are no longer sufficient, we will continue to use this hospital for as long as is possible even as we prioritise developing a case for national capital investment in the QEH (including for a new roof) and for medium-term funding for the redevelopment and modernisation of the whole site.

The Trust has a regular programme of planned maintenance to ensure the safety of our patients and staff, and this programme has not identified any immediate causes for concern. We have also sought specialist advice and input to inform our maintenance and next steps.

We're developing our new 5-year strategy for the Trust and want to hear your views. Foundation Trust members and staff have all been invited to attend forums on this subject.

TeamQEH Staff Award winners 2019

We held a very successful Golden Awards Night to recognize some of our staff achievements

OUR 2019 WINNERS:

- The We Care Award - Dr Lorraine De Gray, Consultant, Anaesthetics [L] [SEP]
- The We Act Award - Gavin Walker, Physician Associate, General Medicine [L] [SEP]
- The We Listen Award - Kelly Elkins, Housekeeper, Shouldham Ward [L] [SEP]
- Volunteer of the Year Award - John Voaden, Volunteer, Emergency Department [L] [SEP]
- Apprentice/Trainee of the Year - Danny Brooks, Maintenance Assistant, Mechanical Engineering [L] [SEP]
- Team of the Year Award - Neonatal Intensive Care Unit [L] [SEP]
- The Behind the Scenes Award - Simon Blatch, Assistant Practitioner, Occupational Therapy [L] [SEP]
- The Unsung Hero Award - Syrial Monk, Healthcare Assistant, Acute Medical Unit [L] [SEP]
- Leader of the Year Award - Claire Kent, Deputy Head of Nursing, Medicine [L] [SEP]
- The Chairman's Award - Debbie Linford, Nursery Nurse, Neonatal Intensive Care Unit [L] [SEP]
- The Living Our Values Outstanding Achievement Award - Mark Collins, Fire Safety Manager, Estates [L] [SEP]

The Trust has received additional external financial support to drive ongoing improvements, notably in the areas of patient safety, quality, risk and Board and leadership development

The funding has been received in recognition of positive progress to date; and

means that Carmel O'Brien joined the Board as our Interim Director of Patient Safety from Monday 11 November. Carmel is reporting to the CEO directly and will lead on safety, quality, risk and clinical and patient safety governance - matching the areas in which the CQC identified shortcomings.

We have also been successful in securing some financial support for a new Improvement Director to further bolster our quality improvement programme. April Brown started starting as our new Trust NHSI Improvement Director (taking over from Alan Thorne) from Monday 11 November.

Appendix B – Accounts to 20th November 2019

St James Medical Practice

Patient Participation Group Accounts

25th September 2019 to 20th November 2019

Reserve Account

Balance brought forward 25.9.19	£72.65
Interest accrued	£ 0.03
Balance	£72.68

Current Account.

Balance brought forward 25.9.19	£1060.25
Income	£ 0.00
Expenditure	£446.40
(Chairs for surgery waiting room 17.10.2019)	
Balance 20th November 2019	£613.85

Balance Reserve and General account **£686.53**