



## Patient Participation Group

### Minutes of Meeting AGM

25<sup>th</sup> September 2019

**1. Present:** Theresa Banks (TB), Paula Bell (PB), Enid Bright (EB), Jane Chase (JC), Kathy Foley (KF), Karen Goult (KG), Ian Gutteridge (IG), Penny Hipkin (PH), Colin Johnston (CJ), Rachel Seakins (RS), Pat Simpson (PS), Dr Nelicia Wijeyawardene, (NW), Margaret Worledge (MW)

**2. Apologies:** Derek and Joyce Hunter, Jasmine Fulcher (JF), Stella Gutteridge, Anne Lemmon (AL)

### 3. Speaker Presentation:

IG welcomed everyone and introduced Lois Taylor, Senior Medicines Optimisation Pharmacist for all five CCGs in Norfolk, in charge of the Prescription Ordering Service (POD). The system, and its set-up, was fully explained. The service operates from Beccles where calls from patients about prescriptions are answered. GP records can be accessed and the request then goes into a queue to be issued by GPs. LT outlined the advantages of the system. It reduces waste and is less costly to GP practices. It is a more efficient system which has less problems than current systems and, with access to patient records, it can be properly synchronised. If necessary, POD can ask a GP to contact the patient. It is good for patients to have some interaction and it will reduce pharmacy workload. Half of all requests result in intervention, making services safer and more efficient. All telephone operators are clinically supervised.

SJMP will be signing into the POD service and, eventually, patients will not be able to order medicines at the pharmacy. Instead they will have a choice between POD or online. Currently, however, patients are able to access all 3 systems and there will be a 2-month phase in. Lois Taylor was thanked for her informative talk by Penny Hipkin, on behalf of the PPG. Lois offered to return and give us a review of the service of the system in a few months.

### 4. Minutes of 2018 AGM:

TB proposed that these be accepted as a true record, seconded by PH. All were in agreement.

## **5. July(August) Minutes:**

IG reviewed the minutes of the meeting. PB proposed these be accepted as a true record, seconded by CB. This was passed with one abstention, from a member who was absent from the meeting.

## **6. Matters Arising:**

Channel W showed a documentary on the Arthur Levin Day Surgery Unit. Series 2 will be broadcast on October 10<sup>th</sup> and QEH intends to make use of this for recruitment.

## **7. Election of Officers/Committee:**

IG had previously emailed current officers about continuing in their posts and all were prepared to do so. As there were no further nominations, CB proposed that they be re-elected, seconded by RS and agreed by all.

## **.8. Chairman's Address:**

It has been a quiet year for the PPG with only one Cake and Craft stall being held before Christmas 2018. The book and DVD sales continue to generate income but no donations were made to the Practice for purchases. We are waiting to make a donation for waiting room chairs but nothing has transpired yet. The Practice is investigating possibilities and need to let us know what they would like as soon as possible. The group has already approved the purchase. The group has also been involved in promoting online services and we continue to obtain Message in A Bottle supplies for the Practice.

The PPG has lost a few members due to change of circumstances but Colin was welcomed back, together with a new member, Karen. IG thanked all the Committee and group members for their continued support.

## **9. Treasurer's Report:**

The annual accounts, from Sept 2018-Sept 2019 have been submitted to KF (auditor) who has approved and signed them off. Total expenditure was £187.60 (NAPP subscription and insurance) and the total balance stands at £1132.90.

## **10. Practice Update:**

Healthwatch Norfolk (Helen Wyman) has contacted the Practice with a view to visiting and interviewing patients about their views on healthcare. They will hold a pop-up session on 4<sup>th</sup> October 2019, with a table and banners outside. IG asked whether available members to attend if possible and KF will contact IG about this.

Foodbank: There is a basket at reception for donations. The Practice takes it to the foodbanks at St Margaret's Lane every 2 weeks. Cards at reception show what items should be donated.

Staff: Dr Robertson-Murray has gone to Southgates Practice, where she will be involved in palliative care. A registrar, Dr Ajayi, has started today as a salaried GP, after qualifying as a GP. The new Advanced Nurse Practitioner, Bryony, is excellent and the Practice now has a very good ANP team. Group members praised Joanne the receptionist for being very pleasant and helpful. She has been at the Practice about a year and KF said she was part of a very happy Reception Team.

New build: More money has been awarded to the NHS and the Practice has had to submit a Product Initiation Document (PID). This was submitted today. The projected start date is October 2020 with projected completion in January 2022.

The Practice is running out of space, especially for admin staff which makes working conditions very difficult, with all the increased admin required.

Systems: Richard English had sent in a question about any likely changes to the queuing system and whether a canopy would be erected outside for mobility scooter users. KF said there could be no changes in view of the space available.

It was also pointed out that information about patients' reason for appointment was still being displayed on screens, despite this being highlighted some time ago. KF said this had now been resolved but there were occasional glitches in the system. CJ asked if the display system could be programmed to stay on a little longer to be able to read it. He also pointed out that the upstairs display is difficult to read because of a light near it. The incorrect display date for the PPG meeting was noted and sorted.

## 11. QEH - Governor's Update:

Annual Members AGM: This event, held 2 weeks ago, was attended by all the hospital executives and the Governors. All Trust members were invited and there was a reasonable attendance. The new CEO is now substantive, together with a new Medical Director, Chief Nurse, and a Financial Director and Deputy CEO who are starting soon. The Annual Report was provided to attendees and is available online. Various executives outlined the situation in their departments and the group was also addressed by the CEO and the Chairman of the Board of Governors.

Generally, this was an informative and positive meeting which pinpointed the direction in which the hospital wishes to go, and improvements made. Key points:

- The hospital is embracing all CQC recommendations and is determined to get out of Special Measures.
- There has been successful international recruitment and a higher fill rate from permanent staff which allows for a reduction in agency staff.
- There has been an improvement to the Emergency Department.
- The Trust is working closely with the Norfolk and Waveney STP
- Educational Directives are being reviewed and the CEO wants to bring back a local School of Nursing in conjunction with the college. It is felt that this will aid recruitment and retention.
- The CQC have been back and have recognised an improvement in Maternity Services, which is now rated as 'Requires Improvement'. Key areas were rated as 'Good'.
- Cancer Services were rated highly by patients who responded to a survey, awarding an average of 8.8 out of 10
- A motion was passed to allow Governors to remain on the Board for as long as they wished to. This was felt to bring continuity of experience.
- The current deficit is £35.8 million but the Trust has achieved its Finance Plan for the first quarter. If they achieve this for the full year, the Trust will receive £25 million of additional support.
- The CEO has put staff morale at the heart of her improvement programme and awards for staff are being reinstated.

PH read out a range of statistics about staffing and patient attendance, to the PPG. She was asked about the future of the Fermoy Centre. Currently this building is not in use and does not belong to the Trust.

## 12. Volunteering:

IG sent an email to group member about supporting the Practice through volunteering. KF has suggested an information point for patients would be good. Three members of the

group have expressed an interest but IG felt we also needed to look outside the group. Information has been supplied to Rebecca who has developed an application form. We are now looking to establish a team of volunteers. Apparently, funding has been provided for one Social Prescriber between 6 local practices. IG pointed out the Borough online resource, LILY, contains a huge amount of information, also. The idea of setting up a Patient Information group is in its infancy and IG invited other members to let him know whether they wished to participate. More information will be provided in the next few weeks.

#### 14. AOB:

-KF reported that bowel screening for West Norfolk restarts on 7<sup>th</sup> October 2019.

- IG reported that he and SG had attended the recent CCG public engagement forum. These are held every quarter and bring together representatives of various organisations and groups to hear about the CCG and how it is looking at commissioning local services.

There was a presentation on their structure as the five previous CCGs across Norfolk and Suffolk are merging into one. The new CCG will have three localities being Central (Norwich), Eastern (Beccles) and West (Kings Lynn). Each locality will be run by a director that is responsible for their particular area.

The West locality will have four primary care networks in it each comprising a number of GP practices that will work together to improve services for the patient population and improve efficiencies. The PCN in which St James Medical Practice operates includes Southgates and Vida Healthcare and serves some 60,000 patients.

The intention, long term is to involve other services such as social prescribers, community physios and others to offer wider services in the practices and involve staff other than GPs to deliver these. The new structure will be in place by 1st April next year and patients should see improvements in health outcomes over time,

One project discussed at the forum was that, the Kings Lynn PCN had identified Asthma as a condition where patients would benefit from a new and improved proactive approach to managing the condition. Funding has been allocated to allow the group of practices to work with their nursing staff to identify, monitor and engage with patients to improve management of their condition and avoid A & E attendances and hospital admissions. This is intended to benefit patients as a whole and, naturally, save money at the same time.

The other PCNs in the western area will be working on projects covering COPD, Diabetes and Dementia and it is hoped that over time these projects will overlap and improve the management of these conditions too. Other conditions will be looked at in the future.

KF / Dr Nelicia commented that this funding had, in fact, already been available and they had effectively been asked to reapply for it to secure ongoing funding. This had been asked for in a short time scale at holiday time and so had proven to be challenging. Dr Nelicia also commented that St James were already taking a proactive approach to the management of Asthma in the practice and that, therefore this special project is covering an area that the practice was already working on.

-EB complained about the excessive length of the recorded message on the Practice's telephone service. KF said they would look into it.

#### 13. Dates of Next Meetings:

<b>Committee Meeting</b>	7 <sup>th</sup> November 2019
<b>PPG meeting</b>	20 <sup>th</sup> November 2019