

Milton Surgery Patient Participation Group

Date: 20 September 2016

Time: 7 pm

Venue: Milton Surgery

a. Minutes:

Present

Bryan Betson (BB) chairman

Bob Pain (BP) committee member

Chris Thomas (CT) committee member

Jane Thomas (JT) guest

Norma King (NK) committee member

Hazel Smith (HS) committee member

Pam Vincett (PV) practice manager

John Uttin (JU) committee member

Angie Carpenter (AC) secretary

b. Apologies:

Jane Coston (committee member)

Sue Nunn (SN) committee member

Sally Bradley (committee member)

Frankie Williams (committee member)

Barry Line (committee member)

c. Acceptance of last minutes

d. Report on the **Health Fair** by JT and CT. JT reported to the group the feedback received from stallholders following the event.

1. Thank you for organising the fair, it must have been a lot of work for you, especially with Chris being away. It was disappointing, numbers wise, but hopefully those who came, gained something from it. Maybe if we joined up with another venture, as we had many more people wander by when we were at the Village Fair, which I know doesn't exist anymore!

2. Thanks very much for organising the event. It was quite beneficial for the Landbeach Bell Ringers, as we found several potential recruits and strengthened our links with other organisations. We would certainly like to come again next year. What I would suggest as an improvement would be a microphone with which you could introduce the displays and also the person leading the display could speak into to explain what was going on. This would make sure everyone knew that a display was taking place and got more out of it.

3. Thank you very much Jane for organizing. Yes it was a bit quiet, but the people I met were really lovely and it was nice to see so many different things going on in the middle of the room :-)

The only thing I could think of to improve it would be doing more on social

media? Just a thought, anyway, I'm not sure how much was done already so feel free to disregard that entirely!

Other comments received on the day were that displays were a good idea and could do more to advertise, but not sure what. Think we'd need different refreshments too!

There were approximately 40 – 50 visitors at the event and 16 groups provided stalls. There was real interest in the information provided by the stall holders on the day, and although not overly busy, the visitors who attended seemed to enjoy the range of information and resources on display. Adults and children attended, and both participated in the various demonstrations. The Tai Chi demo was particularly enjoyable, and visitors expressed an interest in this form of exercise and relaxation.

(BB) The committee would like to offer a vote thanks both Jane and Chris (especially Jane) for all the work they put into the organization of the Health Fair. Many thanks. And thanks to all volunteers who helped on the day and leading up to the fair.

JT advised the group that it is up to groups such as ours to inform the practice population of the benefits of a healthy lifestyle. All agreed, but added that it may not be possible to contact all those we are trying to target.

The possibility of a **repeat event** next year was put forward by CT who reported that it can be difficult to get the volunteers willing to help in these events, and they are dependent on them. He emphasized the amount of hard work that went into the event. CT suggested the possibility of 'piggy-backing' our event onto another next year. He mentioned the school Summer Fair and the school 'Healthy Eating' week that they hold each year. He suggested the possibility of the PPG requesting a 'health' stall at one of their events, and as PV reported, children, parents and grandparents attend. CT suggested that we need to investigate how to generate more interest in a 'health fair' for next year.

BP said there is a possibility that there will be another Milton Summer Fair next year and this is another potential event in which to offer a Health stall. JU also reported that the White Horse has shown an interest.

e. Way Forward.

CT was asking if the PPG had any '**Terms of Reference**' and BB and BP pointed out that these are made available on-line and in the PPG book of minutes held in the surgery for all patients to see. PV reported that the idea of PPG's was first reported by NAPP (National Association for Patient Participation) who offer support to groups both in setting up PPG's and as an ongoing support network. Please check out their website if you are interested.

Reaching out to the Community. CT stated how important it was for a PPG to ensure that information is getting to all those isolated people within the practice

population. He mentioned Tracey (warden) and her role with vulnerable people in the Milton area. She has been invited to previous meetings but has not so far been able to attend. BB will invite her again and ask her to feed back on her progress as Care Warden and Community Navigator. CT believes that the Community Café (CC) is an ideal example of reaching out, and the PPG agreed what an amazing resource this is. PV suggested that maybe a Health stall there would be a good idea. BB asked about costs, and CT reported at breaking even and asked if the PPG could write to Milton Charities on behalf of the Community Café for further financial support, maybe requesting assistance with the costs of hall-hire? BB will contact them. JU asked about transport of visitors to the CC, and CT explained how they manage with SN organising. The need for more drivers is highlighted in the PPG minutes monthly. **Please contact Sue Nunn on 01223 861747 if you are able to help driving CC visitors to and from the venue (Community Centre).** JU suggested the church hall may be available to use for the CC but CT reported that the community centre is the best venue.

CT was asking what the PPG might be **planning for the year ahead**, but PV pointed out that winter is not a good time for these things as many patients are almost house bound in the winter months.

PV reported that the practice has now **FEDERATED** as part of a 31 practice group. Although early days, they are looking into the possibility of sharing resources such as purchasing, staffing, training etc. It is all looking very positive and will enhance the service given in the longer term. NK asked if patients can request to be seen by a different GP at a different practice within the federation? PV reported that this has not been agreed within Milton Surgery GP's at this time.

PV has also reported **staff changes**, with one member leaving and another, Will, replacing her. PV is planning to have 5 staff members who will be multi-skilled and be able to work across all aspects of practice administrative work. Supervision continues.

PV advised us that the **Urgent Care provision** for the surgery/region is changing from 18/10/16. Herts Urgent Care will be taking over. Walk-in clinics may be affected. Public consultation about these is taking place. For further information you can contact: crystal.bishop@hertsurgentcare.nhs.uk The surgery will keep all patients informed.

f. Any other business

NK asked how the solution to solving the **problems with prescriptions** is progressing. She reported that on occasion prescriptions for 2 people are being inadvertently caught together by the paper clip. PV reported she is aware and that prescriptions will be stapled in future. PV also reports that prescriptions will be going electronic in October, requests will be as normal but patients will need to nominate a Pharmacy to pick up. Further information will be given to patients before this system goes live, and staff are currently undergoing training. As currently 2 pharmacies pick up paper scripts from the surgery each mid day, the new system will be quicker. PV also discussed again the situation regarding the confusion around prescriptions altered/issued by a consultant at the

hospital. Patients can find scripts changed without their apparent knowledge. She reports timing of communication between hospital/GP and Pharmacy can be a problem, and that the situation is being investigated carefully. PV reports Medicines Management are encouraging patients to manage minor illness themselves (simple coughs, colds and sore throats, minor cuts and scrapes etc) through the self-prescribing of over the counter medicines and more interaction with their local pharmacist.

CT introduced discussion on the **planned new housing developments** in Milton and their potential effect on the practice. Members reported the Milton developments are now complete, although there is a new planning application in for houses along Fen Road. Also in Waterbeach a plan for 6,500 new homes, but a new medical centre is planned for this development. PV reports Milton Surgery is almost at capacity, fast approaching its' 5,000 patient limit. When this limit is reached the surgery will have to consider closing its' lists.

CT asked PV what are the **pressing issues for the practice over the coming year**. PV responded that self-help is a big factor and encouraging people to take responsibility for themselves before making a GP appointment; healthy eating; tackling obesity adult and child; dementia and particularly informing people of the help available to them; diabetes and keeping new notice board up to date with current issues.

PPG as a motivator. CT asked what the PPG might be planning in the coming year, and asked if we should be putting specific events on for people to attend as we have done in the past. He suggested how we as a PPG can bring healthy lifestyle advice into the surgery, by possibly having a member presence in the waiting room, with small manageable interventions such as doing quizzes, crosswords, or maybe a stall with leaflets on for patients to take. HS highlighted the need to maintain confidentiality in these circumstances. However the idea of a leaflet table seemed a reasonable idea. PV reminded us of the changing notice board (organized by HCA Chloe) with topical information on it for all patients to view. The idea of a video screen on the wall of the waiting area being intrusive, was agreed by the majority of the group.

BB advised us of **Mobility Exercises** at Landbeach Milton Baptist Church 1030 – 1130 on Monday mornings.

PV advised us that **Flu Injections** have started at Milton Surgery. Can we ask all PPG members to pass this information on by word of mouth to patients whenever appropriate. Please book if you are entitled.

CT requested a **programme** for this year's PPG meetings - to be discussed at next meeting (BB).

g. Next meeting: Tuesday 22 November

h. Meeting closed.