

## PATIENT PARTICIPATION GROUP

### Meeting held at Haverfield Surgery on 7<sup>th</sup> February 2018 at 6.30pm.

<b>Present:</b>	Jean Bingham	Chair, Patient Representative
	Sheila Abbott	Patient Representative
	Ann Martin	Patient Representative
	Andy Miller	Patient Representative
	Brian Hill	Patient Representative
	Dr Ciobanu	GP
	Kim Church	Practice administrator and PPG liaison
	Chris Stanley	Practice Manager
<b>Apologies:</b>	David Radmore	

Welcome to Brian, newest member of the PPG.

#### 1. Surgery Update

**New premises:** Planning approval granted last year for B&M Care to extend the initial 30 bed residential home development to incorporate a self-contained GP surgery and double the available beds for the residential home. There has been a slight delay as the premises move requires agreement from the HVCCG Premises committee and this is only likely to be given if the rent remains cost neutral. HVCCG committee due to meet this month and Chris will inform PPG once decision received. **Action: CS**

Dr Ciobanu confirmed the Practice has capacity to take on more patients, up to 4,000 in total. The current list size is approximately 3330. It is the expectation that all patients moving into the residential home will register with Haverfield albeit patients will have the choice if they wish to register elsewhere.

**Staffing:** Dr Benjamin Wilson (locum GP) will be joining the surgery on a more regular basis from Easter, taking over from Dr Shah on Thursdays and Fridays. Dr Wilson has been working ah-hoc at the surgery since last summer. Dr Hamdulay will continue to work on a regular basis Mondays and Tuesdays. Jackie Kemp, receptionist for nearly 5 years at the Practice has now left due to her imminent move to Shropshire and has been replaced by Linda Wallis.

#### 2. Kings Langley Information Forum (KLIF)

Ann distributed information regarding the KLIF and discussed ways in which the surgery and KLIF could work together to support the local community. Ann will provide information leaflets and posters to be displayed in the surgery. Chris suggested Ann contact the surgery's Carers Champion Anne Denny with the possibility of Anne attending the next KLIF event on 4th May. Chris to forward Anne Denny's email address to Ann. **Action: CS**

3. Carers Champion Role – Anne Denny

Chris explained all GP surgeries should have a Carers Champion. Their role involves keeping an up-to-date list of patients registered as carers. Haverfield have approximately 25 patients registered as carers with clinicians and staff continually trying to encourage patients who care for a relative or friend to register with our Carers Champion. Carers are invited for an annual health assessment with their GP, have access to flexible appointments, can contact the Carers Champion for information/signposting and referral to support services. They also have the opportunity to complete a yearly questionnaire to help improve the service. Anne has a designated noticeboard in the waiting room and attends regular meetings with other local practices hosted by the Dacorum Health Champion Liaison Officer.

4. Let's Talk campaign

Chris fed back on the Herts Valleys CCG recent Let's Talk campaign aimed at helping to reduce the current deficit. The targeted areas are:-

- i. Prescriptions for gluten free products and over-the-counter medication to cease unless exceptional circumstances.
- ii. Vasectomy service - this service was initially stopped but the decision has now been reversed and the service reinstated.
- iii. Female sterilisation to cease unless exceptional circumstances.
- iv. IVF - all funding has now stopped.
- v. BMI & smoking/fit for surgery criteria - awaiting further guidance prior to implementation.

Supporting information has been provided by HVCCG for practices to give to patients and place in the waiting room.

5. AOB

• Urgent Treatment Centre (formerly UCC) at Hemel Hempstead Hospital

Dr Ciobanu discussed the current consultation taking place regarding the opening hours of the Urgent Treatment Centre and the West Herts Medical Centre which provides medical services, both are located at Hemel Hempstead General Hospital. Public meetings are to be held in the evening on 12th February at Berkhamsted Civic Centre and 21st February at South Hill Centre in Hemel Hempstead.

Dr Ciobanu also discussed the requirement for practices to provide extended access for routine appointments, outside core hours, 7 days a week. The Dacorum GP Federation, of which all the Dacorum practices are members, propose having 2 hubs; one in Hemel Hempstead and one in Tring. More details to follow.

• Flu campaign 2017-18

Chris reported the flu campaign this year had generally gone well despite competition from local pharmacies. Recent figures indicate for patients 65 years and over:-

- 75% received vaccination at Surgery
- 7% received vaccination at a Pharmacy
- 18% declined or failed to respond to vaccination invitation

- New Anticoagulation service  
Dr Ciobanu advised the surgery is introducing a new, improved anticoagulation service later this month for the monitoring of patients taking warfarin medication. The surgery has purchased relevant software and consumables with clinicians receiving extensive training to be able to provide this service. Patients will be able to attend surgery, have their blood tested using point-of-care testing (POCT), receive the result and dosing requirement all within their single appointment with the healthcare assistant or nurse.
- General Data Protection Regulations (GDPR)  
Brian raised the issue of the new General Data Protection Regulations (GDPR) which will replace the previous Data Protection Act in May this year. Chris reported there had been minimal guidance available for GP practices and had been advised Herts Valleys CCG would be supporting practices. Further information from the HVCCG I.T department is awaited.
- Online prescription requests  
Due to recent changes in the GP contract NHS England have set a target for all practices to have 20% of their patients registered for requesting repeat prescriptions online. Although Haverfield have been offering this service for a few years successfully via their website, NHS England guidance states this should be set up through Patient Access which connects to the practice's clinical system and patient's medical record ensuring fewer transcription errors and higher internet security. We are actively encouraging patients to sign up for this service but unfortunately have encountered a few IT problems. A representative from NHS England will be visiting the surgery next week to discuss and hopefully resolve the issues. In the meantime patients can continue to order their repeat prescriptions directly via the Haverfield website.
- Jean asked if Dr Ciobanu would consider holding another patient educational event this year. In the past the PPG and surgery have successfully organised talks on respiratory conditions and diabetes prevention. Brian offered his expertise with I.T and equipment. Chris will speak to Dr Ciobanu regarding another event and possible topics. **Action: CS**
- Sheila requested a clock for the waiting room. Chris to provide. **Action: CS**

Meeting ended: 8.00pm

Date of next meeting: To be advised