**Fressingfield Medical Centre**

**PPG Minutes**

Meeting held on Wednesday 31st July 2019

at 2.30pm

at Fressingfield Medical Centre, New Street, Fressingfield, IP21 5PJ

**Present:**

Liz Stolls (Chairman), John Alborough (Vice-chairman), Dr. J Morris (GP Partner)

Katie Civil (Practice Manager)

**Members of the PPG:**

Dawn Cavilla, Sylvia Cope, Jill Firth, Judith Lilley, Helen Long (Secretary),

Dorothy Readman, Nick Stolls and Bryan Threadgall.

**Apologies for Absence**

There were no apologies for absence, all members were present.

**Minutes of the meeting held on Wednesday 29th May 2019**

The minutes of the meeting held on Wednesday 29th May 2019 were agreed, there were no matters arising.

**PPG Physical Activity Booklet Update**

Judith Lilley updated the PPG on the progress of the Activity Booklet. Annie Groves had provided quotes for the printing. The PPG discussed the possible number of pages to be included in the booklet. At present the booklet contained 10 pages, however Judith explained that it needed to be either 12 pages or 8 pages to avoid wastage.

If members decided on the 12 page booklet, Annie had suggested some “adverts” to fill the last couple of pages, but this would mean an increase in production costs. If the 10 page booklet had a couple of Non-essential pages removed this would be more cost effective. It was suggested that the pages that were removed, which were just advertising local schemes, could be made into posters to be displayed in the surgeries. The savings made could then be used to purchase other items, such as the pedometers.

Katie Civil explained that to secure the funding the bid had to include details of all the items that the grant might be used for. If a bid was put in for just the booklets that is all the funding that would be received. Therefore it was important to outline how the £1000 would be used in its entirety. Katie suggested that the bid cover the costs of a printing “run on” this would mean the booklet could be re-published if activities and classes changed. It was agreed that Judith would circulate PDF copies of both the 12 and 8 pages booklets and members were asked to address any comments to the Chairman. Once these had been received together with the printing costs Judith would update the PPG.

In addition it was suggested that the list of activities could be re-produced as an A4 sheet that GP’s could hand out to patients.

Once agreed the PDF could be circulated to all the relevant websites.

It was agreed that it be beneficial to have the publication ready for the flu clinics in late September and early October.

The Chairman thanked Judith for all her hard work.

**Healthwatch**

Volunteers were needed for patient engagement sessions at Fressingfield on Wednesday 8th January 2020 and at Stradbroke on Thursday 9th January 2020.

Judith Lilley and Jill Firth agreed to attend both sessions. The arrangements would be considered nearer the time.

**PPG Chairman’s Items**

The Chairman had been approached by Kamal Ivory to join the PPG. She was a retired research scientist and a member of the Stradbroke Parish Council. The Chairman would be sending her all the details.

**PPG Member Items**

Nick Stolls asked if the drive to navigate patients away from always seeing a GP was successful. In response Katie Civil explained that all the receptionists had now received training in Care Navigation. The practice was also trying to direct patients to speaking to a pharmacist as many minor illnesses may be able be treated in this way. Sylvia Cope said that many pharmacies now had a small consulting room which afforded patients privacy when discussing health issues.

Dr. Morris explained that the practice was hoping to get a pharmacist, one day a week, at the Fressingfield Surgery. The Primary Care Network (PCN) which included the surgery and 4 other surgeries would receive funding to employ a Pharmacist to work across all practices. Coast and Country which is a collaboration of a number of different practices in Suffolk had received funding via the CCG to employ paramedics. A paramedic would work at Fressingfield one day a week, there was insufficient funding to offer this service fulltime. The paramedic would do triage, home visits and care home visits. The practice was also lucky to have 2 Advanced Nurse Practitioners (ANP), who were able to offer the same level of treatment as the GP’s with a few minor exceptions. One of the ANP’s was currently on sabbatical. Another area for navigation was social prescribing.

As a number of these services were still in their infancy the practice was unsure how things would work. Patients would not, initially, be able to refer themselves to the paramedic. However Nick Stolls said that it would be beneficial if patients had direct access as is the case in dentistry, where patients could see a Hygienist without the need to see a dentist first.

It was agreed that a newsletter would outline the various clinicians available for patient access.

**Practice Items**

*Patient Survey and National GP Survey*

Katie Civil reported on the outcomes and comments from the recent patient survey. She was pleased to report that patients were satisfied with the service they received. There were comments on needing another fulltime GP, this would not be possible with the number of patients in the practice, however the actions outlined elsewhere on the agenda should ease the pressure for GP appointments.

Other comments included; parking, which was briefly discussed at the previous PPG meeting, longer opening hours and more appointment availability; the GP hours were being restructured which would hopefully address both these issues. The GP’s would be restructuring their appointment schedules from October. They would switch to work one additional afternoon a week in favour of a morning allowing greater availability of afternoon appointments. Patients often requested later appointments to fit around work commitments.

*The National GP survey*

The survey had produced favourable results for the practice and results had improved since the previous year. In all but one area the practice was well above the local and National averages. And the PPG was very pleased to note that the practice scored 100% for patients’ finding it easy to get through on the telephone and 99% felt the receptionists were helpful.

The vice chairman reported that the surgery was popular, with some patients not wanting to move away from the area because of the service received at the practice and others wanting to move in specifically to benefit from the practice.

*Flu Clinics 2019*

Katie Civil reported on the forthcoming flu clinics which had been set for:

Fressingfield Saturday 28th September 2019 - 8:30am to 1:30pm

Stradbroke Saturday 5th October 2019 – 8:30am to 1:30pm

It was reported that there had been a delay in identifying the strains needed for the under 65’s for this year’s vaccination programme. As the under 65’s were a relatively small group of patients, around 400, this did not pose the same difficulties experienced in the previous year when it was the Over 65 vaccine that was delayed. Most of the under 65’s received their jabs when attending for long term condition appointments such as diabetes. Both flu clinics would therefore be used for the over 65’s and letters would be sent to all eligible patients making them aware of the arrangements and inviting them to attend their closest clinic. Patients would be able to attend either clinic but it was hoped that patients would attend their closest.

The arrangements would be the same as in previous years with PPG members helping with parking, refreshments and directing patients to clinicians.

Liz would make arrangements with the WI to provide refreshments at Fressingfield. Liz would also seek permission for the use of the car park in the old coal yard area.

Dorothy would make arrangements with the WI to provide refreshments at Stradbroke

Dawn, Jill, Judy and Nick all confirmed that they could assist on the 28/9 and would liaise to see what would work best.

Dorothy and Nick confirmed they could assist on the 5/10.

With regard to parking at Fressingfield, as the site was very tight a volunteer would be posted at the end of the drive enabling them to direct patients before they entered the site. In addition it had been agreed that patients could also park in the coal yard.

*CQC update*

It was noted that the practice would have a CQC inspection before 4th December.

*Social Prescribing*

It was noted that the CCG had funded a social prescriber who could signpost patients to support with housing, childcare, Citizens Advice etc. Many patients attended their local practices with social issues rather than health issues and a social prescriber would hopefully ease pressures on practices. It was likely that the social prescriber would be at Fressingfield one morning a week.

**Any other Business**

The Vice-Chairman reported on the INT meeting held at Debenham. He did not find it particularly useful as it was dominated by one attendee. He did have the minutes which he was happy to circulate.

**Date of Next Meeting**

The next meeting would be on Wednesday 25th September at 2.30pm at Fressingfield Surgery.