

Vine House Patient Participation Group

Minutes of meeting held on Wednesday 9th August 2017

PRESENT

Murray Blackford, Sally Davies, Joan Gentry, Christine Jones, Laila Namdarkhan (Chair), Jo Stanley, David Stower, Adam Ward, Sue Williams

ITEM 1 - APOLOGIES FOR ABSENCE

Wendy Ball, Bob Cockerell, Margaret Curtis, Wanda Foulkes, Alison French, Jane Lay, Marie-Louise Nolan, Sue North, Charlotte Trotman, Madeleine Watkins

ITEM 2 - Minutes of the last meeting, held on Wednesday 3rd May 2017.

The minutes were signed as a true record.

ITEM 3 - Matters arising:

Item 7: Mental Health Support.

Vinehouse surgery is unable to endorse such a mental health support group as CQC compliance is not possible. Those present at the meeting felt there was no reason why such a support group should not meet independently of the surgery.

Item 7: Planning health services for Abbots Langley

Jo stated that according to NHS England there was no money to expand local GP services; as such the status quo would prevail. Local Community Hubs (Neighbourhoods) are currently in draft status; a handout on the proposal for Community Hubs was circulated. (copy attached to these minutes)

ITEM 4 - DNAs - missed appointments

Jo's research indicates that from August 2016 to July 2017 average DNAs were 4.94%. Of the 57,846 appoints during that period, 2,882 were classified as DNAs. 12 Hub clinics were also assessed and found to be a higher rate at 14.6%. No explanation was currently available. Jo to look further into possible reasons. Those present at the meeting felt that the 'space' vacated by DNAs was not wasted.

ACTION JO STANLEY

ITEM 5 - Update on plans for health services provision – hospital facilities

Future of Acute Hospital Services - Recent West Herts Trust bulletins clearly indicate no new hospital is planned, just refurbishment/ redevelopment of existing provision.

ITEM 6 - Update on cost saving measures by HVCCG

Cards listing proposed Herts Valley CCG saving plans are available in the surgery for public to respond. After lengthy discussion on the various cost saving suggestions, Jo agreed to find out more about prescription costs from HVCCG .

ACTION JO STANLEY

ITEM 7 - Community Dementia Services - Hertswise

Laila drew the meetings attention to a leaflet entitled Hertswise a professional service to support those living with dementia. Jo would add information to the patients' newsletter.

ACTION JO STANLEY

ITEM 8 - Carers

Joan Gentry said that they did not appear to be receiving many new members. Jemma (Carers' Champion) had been on maternity leave which may account for a lull, but she is now back. Jemma has unfortunately not been able to attend carers' coffee mornings as she doesn't work on a Wednesday, but Chris or Jo will try to attend when they can. Flyers for the coffee morning are included in the welcome pack that Jemma sends to new carers. Vine House are hoping to "catch" more carers at their flu clinic on Saturday 21st October and would welcome PPG volunteers to come and help – please email Jo if you would like further information or to volunteer (joanne.stanley@nhs.net).

Adam Ward felt that young carers often did not get the support they needed and that often they were too embarrassed to ask for help. It was agreed that there was a need to look at how schools identify young carers.

ITEM 9 - Emergency escape plans in waiting area

Fire Escape Floor Map in the Waiting Room - Jo agreed that the map needed re aligning to make sense.

ACTION JO STANLEY

ITEM 10 - Any other business

A. NAPP Membership

Those present at the meeting agreed there is no need to renew membership of the National Association for Patient Participation

B. Circulation of details of meetings and information to PPG

It was agreed to maintain the status quo on info sent out by Sue to PPG members.

C. PPG information

Laila agreed to do a write-up for Patients newsletter on the work of Vinehouse PPG

ACTION LAILA NAMDARKHAN

ITEM 11 - Date of the next meeting

Wednesday 29th November 2017, 7.30pm at Vinehouse Surgery

(Please note that this is one week **later** than the date agreed at the meeting)