

## Vine House Patient Participation Group

### Minutes of meeting held on Wednesday 30<sup>th</sup> May 2018

#### PRESENT

Murray Blackford, Alison French, Joan Gentry, Chris Jones, Jane Lay, Sue North (in the Chair), Jo Stanley, Sue Williams

#### ITEM 1 - APOLOGIES FOR ABSENCE

Wendy Ball, Bob Cockerell, Laila Namdarkhan, David Stower, Peter Warman

#### ITEM 2 - Minutes of the last meeting, held on Wednesday 7<sup>th</sup> March 2018.

The minutes were signed as a true record.

#### ITEM 3 - Matters arising:

- i. Item 3c – it was noted that there seemed to be a reduction in the number of DNAs for the extended access appointments, attributed to the introduction of a phone number to call to cancel these appointments.
- ii. Item 4b – the public meeting about UTCs was concerned only with the Hemel Hempstead UTC, not the Watford UTC as minuted. There was no further information about the Watford UTC.
- iii. Item 7b – the checking in screen has been updated and only offers options in English. Other languages could be added if the need arises.

#### ITEM 4 – Impact of changes due to General Data Protection Regulations

The impact of requesting members on the PPG mailing list to confirm that they wish to remain on the list was that there were now 27 members listed for email notifications. Previously there were closer to 60. However the new list probably reflects more closely those members who wish to be more engaged with the PPG. It was noted that any member of the practice could attend any meetings of the PPG, if they wished. It is not necessary to be signed up to the mailing list.

The number of patients currently signed up to receive the Vine House newsletter by email had also been reduced as a result of some patients not re-confirming their email details. It was hoped that more members of the practice would sign up.

## **ITEM 5 – Feedback from Patient and Public Involvement and PPG Development and Network meeting, 2<sup>nd</sup> May 2018**

Sue North outlined the developments that had been reported at the meeting:

### **Integrated care organisations**

The Strategic Transformation Partnership (Plan) that includes Hertfordshire (ie HVCCG) and West Essex is developing an integrated care system that aims to improve integration between all the services so that the model of care will be more preventative, closer to communities and more focussed on care out of hospital. It aims to bring together health, social and voluntary sectors. Similar plans are being developed across the country, and are a key part of the NHS five year forward view published in 2014. For further information, see the Kings Fund report:

[www.kingsfund.org.uk/publications/making-sense-integrated-care-systems](http://www.kingsfund.org.uk/publications/making-sense-integrated-care-systems)

### **My Care Record**

This is a new approach to providing access to GP records at the point of treatment. It involves an electronic view of existing records that should enable a clinician or professional to see GP records and make relevant choices and decisions about treatment. Currently this access is done by email which can be slow and inefficient. The new system will allow instant access leading to better joined up care.

The information that is 'visible' will take the form of codes, eg a code indicating diabetes or heart disease, or allergies, etc and **not** a view of the written notes following consultations. There will be an option to opt out (via the GP surgery), but this is not recommended. The ability of A&E doctors to access important information at a time when the patient may not be able to respond to questions, is clearly vital for speedy treatment, and would be impeded if the patient had opted out. Only people directly involved with a patient's care will be able to access their record.

The scheme is starting at WGH in the A&E dept, but is still being developed, and will start slowly to ensure that technical issues are fully resolved, before it is extended to other departments and hospitals.

### **Extended GP access**

The extended hours and weekend appointments that are available at Vine House and associated Hub surgeries are part of a national directive – by November all areas must have 7 day access.

This was originally planned to be 6.30-8.00pm for evening appointments, and 8.00am -8.00pm on Saturdays, Sundays and Bank Holidays, but hours have been reduced on Sundays as there was little demand for Sunday afternoon appointments.

Links are being established so that NHS 111 can book appts with the practice or Hub, and soon NHS 111 will be able to access the extended hours appts too.

### **Frailty and falls**

A new initiative has started to establish new ways of identifying and managing frailty – falls are a major cause of admission to hospital and are on the increase as the population ages – important to ensure that frailty and risk of falls is identified early so that preventative measures can be put in place.

It is a structured approach to assessing a patient and establishing the current status, allowing comparison with previous status and identify all the interventions that might be adopted to prevent a fall, and thus improve the quality of life/prevent admission to hospital.

### **ITEM 6 – PPG Awareness Week 4-9 June**

No specific action would be taken this year, but the PPG would aim to work towards the next PPG awareness week, in June 2019 – see item 7 below.

### **ITEM 7 – PPG Surveys**

It was agreed that the PPG would participate in carrying out surveys. Joan Gentry noted that a number of people who are associated with the Carers' Group had indicated that they would be prepared to help.

Surveys should include patients who do not routinely or frequently attend the surgery, and most surveys carried out do not reach these people. Suggestions included carrying out surveys in other locations within the village, and possibly asking local pharmacists to add surveys to prescription bags, when relevant.

This item will be discussed further at the next PPG meeting.

**ACTION Jo Stanley**

### **ITEM 8 - Any other business**

- a. Defibrillators- it was noted that there is a defibrillator available inside the Surgery, and that the one that was recently vandalised outside the Henderson Hall had been replaced thanks to a generous donation by a local person. Jo will add some information to the next newsletter about defibrillators.
- b. There was a discussion about the need for publicity drives for specific conditions.
- c. The amount of 'clutter' (leaflets etc) in the waiting room is a cause for concern, and is being addressed.

### **ITEM 9- Date of the next meeting**

Tuesday 11<sup>th</sup> September 2018, 7.30pm at the Vine House Health Centre