

St. Katherine's Surgery Patient Participation Group

Minutes of the meeting held on Tuesday 21st March 2017

Present: [REDACTED]
[REDACTED]
[REDACTED]

Apologies: [REDACTED].

1 **Minutes of the last meeting.** These were agreed to be a correct record.

2 **Matters arising from the minutes.**

a) PPG report (item 3). Jessica had written the PPG report. She would send it in the first instance to Mary. It would then be passed on to all the members before being published and made available to patients.

b) Revised Constitution (item 5).

Members of the group were reminded that they need to sign the amended Constitution and confidentiality agreement. Jessica agreed to resend it to all members.

3 **Practice Report.**

a) Flu vaccinations.

We had reached the end of the flu season. The surgery had vaccinated a high proportion of eligible patients. Over the whole county, St. Katherine's had performed the best in the category of over 65s and in the top tier for under 65s in the at risk category.

b) Surgery staff.

Zoe Williams had been appointed as Reception Supervisor, taking over from Jessica. Beverley Evans leads the nursing team. All vacancies have now been filled and the Surgery is pleased to have a skilled and professional workforce at full capacity.

c) Local hub and out of hours appointments.

Taurus had announced that they have a 'strategic intention' to place a hub in the Ledbury/Bromyard area for evening and weekend GP appointments. Arrangements are at a very early stage so no details are

yet forthcoming about the actual location and which GP surgeries will host the hub. As public transport between Ledbury and Bromyard is very poor, Dr. Crook speculated that at weekends, appointments might be available in one of the towns on each day so that both towns would be covered over the course of a weekend.

Julie Knights (St. Katherine's Practice Manager) is a locality director for Taurus. Appointments at the hub may be booked via the NHS 111 service.

Ray had enquired about plans for 7 day working. The surgery had no plans to implement this independently of Taurus. The enhanced services initiative had predated 7 day working. St. Katherine's had elected to opt out of the enhanced services as it would not have been economically viable. It was observed that surgery opening hours are not uniform across the county, but St. Katherine's has longer opening hours than many other surgeries.

d) Patient information

The surgery is in the very early stages of planning an information website. It was envisaged that this would be very similar to Herefordshire WISH, but with a greater focus on the needs of Ledbury. It was suggested that the PPG continue with their planned piece of work developing a signposting information section on the practice website for registered patients with the understanding that this work will likely become part of the larger project once it is up and running. It would be best to avoid too many printed leaflets as they become out of date very quickly. A website can be easily updated, as frequently as necessary, and it might be possible to arrange prints of relevant sections for patients without access to electronic media. It is important to find a way for patients without access to electronic media to be able to have information. Unfortunately, no funds are available at present.

The overall undertaking will be huge but a start is being made. It is important to start simply and build up slowly. St. Katherine's is working very closely with the Market Surgery on this. The Market Surgery Practice Manager is leading on this and is liaising with Julie Knights. St. Katherine's however, is a little further ahead. The surgery staff will involve the PPG at a later stage.

4 **Sustainability Transformation Plan (STP)**

Mary had spoken with Diane Jones (lay CCG Board member) about the consultation document and the closure of the drop in centre at ASDA,

Hereford. It transpires that the consultation document is the first in a series of consultations that the CCG is obliged to undertake. Although it does not seem relevant to Ledbury at this stage, it is part of a larger scheme which will impact upon Ledbury and PPG members have been invited to an engagement event to discuss the potential changes being made to Community Services. Taurus is working with Wye Valley Trust (WVT) to redesign the development of community services. Taurus is however, only one of a number of stakeholders working with WVT.

The STP group is not yet consulting publicly. The **full** formal consultation has not yet taken place. STP consultations so far have not been very detailed. Nationwide, each CCG was expected to present a sustainability transformation plan during 2016.

By April 2017, STPs will be the only way to obtain healthcare funding. Ray also mentioned the Hereford and Worcester Local Digital Roadmap (LDR) which is only at the top level at present.

The members of the PPG agreed that the hierarchy of groups is very complicated and that the group is suffering from a lack of knowledge. However Jessica reassured the group that the surgery are very pleased to have one of the most active and knowledgeable groups in the county.

Diane Jones had also suggested to Mary that members of the PPG should try and familiarize themselves with One Herefordshire and suggested that we invite Alison Talbot-Smith to speak to the group.

5 **Topic for a future Education Day**

At the January meeting the possibility had been raised of organising an education day for people with borderline hypertension. However the practice now suggests that a more timely and suitable subject for the day would be information on online services for patients.

Patients can already book GP appointments and order repeat prescriptions online and the surgery is exploring the possibility of introducing a text messaging service later in the year. It would also be vital to create alternative arrangements for patients who do not have access to electronic services. It is important to work within the guidelines of the Accessible Information Standard 2016. Social media could be a minefield because of the difficulty of responding to queries without compromising patient confidentiality. It was felt that it would be useful to the group and the surgery to have a speaker from NHS Digital to discuss social media and the impact this can have in Primary Care (both positive and negative). . Jessica agreed to investigate a possible speaker.

6 **Patient survey / appointments system**

The PPG will undertake a survey. It had been envisaged that the topic would be the appointments system, but as a number of changes are due to be made to the system it was decided to choose a different topic. Future plans for the practice may mean that when GPs leave or retire

they may not be replaced by a doctor but instead by other health professionals such as paramedics, specialist pharmacists or nurse practitioners. The practice is due to have a meeting soon to discuss this and other possible future developments. These are at a very early stage, but one possible outcome may be a telephone triage system. There are many other topics suitable for a survey such as patients' experiences of the practice or areas of confusion.

7 Waiting room

Mary, Rosemary, Jessica and Julie had taken some measurements in the waiting room. Several quotes would be needed for refurbishment work in order to make comparisons. Funding would be needed and the work would have to be done at weekends. The outline plan at present is to remove the central unit and bench seats, to re-floor the area and to replace the removed seating with chairs which could be moved and rearranged as necessary for various types of usage. There are no funds available for this at present. The surgery has to prioritise its available funds. The highest priorities are staff costs and clinical services. This uses the vast majority of the funds, leaving insufficient for lower priority schemes such as refurbishing the waiting area.

8 Neighbourhood Plan and Town Plan

Liz Harvey explained that the town plan is in the implementation phase. Various aspects of the plan are moving at different speeds according to a number of factors such as ease and speed of implementation and availability of resources.

Health and Wellbeing (H&W) - the area which potentially could have an impact on the surgeries in Ledbury - has some overlap with Social Care. The priorities for various actions in these areas also need input from other stakeholders. Within H&W there are varying lead times for different activities which are under consultation. The PPG could provide feedback and views for the Town Council on priorities such as the adult exercise equipment in the Recreation Ground. Other initiatives in the town could be added such as availability of low impact exercise.

Liz Harvey pointed out that there are more tasks to be done than the Council has time for. This means that the most important tasks are not necessarily being done first, instead, the easiest to implement and 'nearest' will be dealt with first.

It may be important to get things moving gently, though it must be acknowledged that the necessary skills for some tasks may not be available among members of the town council. It would be useful for

some organisation or body in the town to take nominal responsibility for some aspects of the plan. It just needs someone to take a lead.

If the PPG wants to start working on anything connected with the town plan, the first step would be to contact the Town Clerk. It would also be possible to request that representatives of the PPG be involved in meetings to move forward Wellbeing actions. The PPG could contribute to H&W actions in the town plan and how they are moved forward and implemented in practice. Mary agreed to draft a letter to the Town Clerk to this end. Liz Harvey is also a County Councillor. In this role she endeavours to make people aware of wider health issues. She felt that the PPG had nothing to lose by opening the lines of communication and keeping in touch a couple of times a year.

Another plan which will impact on the surgeries in Ledbury is the planning of 1200 new homes in the town. Julie Knights has met with a council representative so she has a means of input to the planning process. Liz Harvey pointed out that as a community type building is included in the plans for the new houses under the viaduct, the PPG would do well to make a suggestion that there be provision for medical facilities of some sort (e.g. a new GP practice). This needs to be done soon, at this early stage of planning so as not to lose the opportunity. There may also be plans for a new health building in the town centre.

Liz Harvey also pointed out that the surgery may be approached to put up posters that seem to be off topic in health terms. The rationale for this is that the information on the posters is relevant to surgery users. The surgery is more than just a GP practice to the Town Council. It is a hub where people congregate, so is a good place to make information available. Jessica pointed out that space is very limited.

9 **Date of the next meeting**

This will be held on 16 May at 4pm.

24/03/17