**Camrose, Gillies & Hackwood Partnership PPG**

**Meeting Notes**

**6pm Wednesday 8 January 2020**

**at St Andrew’s Centre**

**Present:**

Patient Participation Group (PPG) Members:

Sheelagh Birtchnell

Joy Deadman

Colin Godfrey

Marion Knight (Note Taker)

Dave Murray

David Read

Brian Simmonds (Chair)

Lilian Turner

Jane Winship

Camrose, Gillies and Hackwood Partnership (CGHP) Staff:

Jane May, Practice Manager

Guest Speaker:

Peter Robson, Basingstoke NeighbourCare

**The following notes are a draft that will be submitted to the PPG for approval at the next meeting, when they may be amended.**

1. **Apologies**Caroline AtkinsonAnn Hibberd, PPG
John Hibberd, PPG
Karen Hodgson, North Hampshire Clinical Commissioning Group (NHCCG)
Sharon Martin, Health Professionals speaker
Mary Northeast, PPG

**Resignation**Janet Ball, PPG
2. **Approval of notes of last meeting**The notes of the last meeting were approved, with an amendment to the date on the first line of the Practice Manager’s report, Complaints from 1 April to
4 September.
3. **Matters Arising from Notes**
Name Change
Links should now be fixed. The NHCCG have advised that there is no need to tell patients immediately of the change of name. They will be notified when something else goes out to them or will find information on-line or on screen at the surgeries.

Transport
Still awaiting feedback from the NHCCG concerning a questionnaire to assess the demand for transport between surgeries linked together in hubs and the hospital. **Action**
4. **Peter Robson Patient Transport**Peter said that NeighbourCare had 500 clients and 60 drivers who between them drove 12 trips per day, amounting to 32,000 miles per year.

As they are now short of drivers, Peter asked the group if they would ask friends and contacts if anyone was interested in volunteering. Even a few hours a month on as flexible basis would be helpful. There would be reimbursement of 45p per mile from their home address. There is no carrying involved. Passengers are requested to make a £6 - £10 donation for a return journey, which can be booked one month in advance. Most journeys are to the Basingstoke and North Hampshire Hospital, where there are four designated parking spaces at the front of the hospital, four extra spaces around the back and three at Candover Clinic.

No special insurance is required. NeighbourCare has Public Liability Insurance of £5 million. For vehicle insurance there is an 11 page list of motor insurance underwriters. The insurers listed will insure their policyholders to carry out voluntary driving, that is, the use of a vehicle they own in connection with, or for the benefit of, charities, voluntary organisations, clubs or societies, under the conditions set out, where payment does not exceed the HMRC mileage rates in force at that time. Some insurers require to be informed but do not increase the premium and many do not require any notification.
5. **Approval of Terms of Reference**
These were approved.
6. **Election of PPG/NHCCG reps**Currently four PPG members attend the NHCCG meetings on a rota basis, with a maximum of three attending each meeting. One of these members has now resigned and another PPG member wishes to take his place. A discussion on how members should be chosen or allocated will be discussed at the next meeting as there may be more than one other PPG member who wishes to attend.
7. **Health Professionals**Carried forward to next meeting.
8. **Virtual Members of the PPG**When the database was merged, the list of virtual members was lost. Information about virtual members has been on the notice board at Gillies for two years and is now on the boards at other sites. This will be put on the agenda for the Patient Information meeting on 26 March. There are forms on reception desks or patients can e-mail or contact the surgeries.
9. **NHS App**

People are still having difficulty getting into the NHS App. There will be drop-in sessions to help people with this. These will be on two Saturday mornings and some afternoons. Information will be in the newsletter.
10. **Questions on Minutes of NHCCG/PPG meeting on 20 November 2019**

Conflicting advice on date of next meeting. Now confirmed as 22 January 2020.
11. **Practice Manager’s Report**The Leg Club
This was opened by the Mayor on 3 January. First patients were seen on
10 January and the session was well attended. The raffle raised £385 to buy equipment.

Flood at Essex House
The manager has been chasing the insurers of the building to confirm we can go ahead with the repairs to the damage caused by the flood. There is a query about who owns the wall. Rewiring is necessary as it has been damaged by water.

New Phone System

The new phone system is being installed on 8 and 10 January and will be commissioned shortly after.

New Name

The new name is being introduced and the website is now live> [www.cghpartnership.co.uk](http://www.cghpartnership.co.uk) Notices, rolling boards in the waiting room and forms are being updated. Headed paper will be updated from the end of January as the names of Dr Bowen and Dr Sykes will need to be removed.
Annual Patient Meeting 6.30pm 26 March, 2020

Venue is now booked. Proposed agenda:

1. Welcome
2. Update on the year - phones, new name, appointments, recruitment crisis,
3. Primary Care Networks (including Q & As about this)
4. Leg Club
5. Andover Mind presentation
6. Red Cross social prescribers
7. PPG presentation by Brian, Colin and Lillian
8. WoW Awards
9. Patient engagement event NHCCG

Staffing

Dr Oshiga left to join Beggarwood on 31 December 2019. Dr Bowen and
Dr Sykes will be leaving at the end of January. Dr Sykes may still work for a few hours a week.

Our clinical pharmacist is leaving in February and we are currently recruiting a replacement.

No receptionists have left in the last two months but one has been internally promoted into the data entry team dealing with coding of clinical letters.

Minor Surgery and Joint Injections

After discussions with NHCCG, it has been decided to continue to undertake minor operations and perform joint injections for pain relief. This will only be on a small scale to minimise the impact of these clinics on routine GP appointments. Patients have been referred to secondary care and the waiting list for these procedures has been worked through. It will now be possible to run a few clinics in 2020.

Flu Vaccinations

Friends and colleagues should be encouraged to have a flu vaccination if they are eligible, as there is flu about.

Diabetes Groups

On the first Monday of each month a diabetic group meeting is held for 15 patients with diabetes. This is a chance for them to meet fellow diabetics, talk to a specialist nurse, take part in any educational event, share tips and ideas and so on. This combines holistic medicine with targeted support of this group of patients. The meeting lasts about 2 hours. The diabetes clinic would like to reach out more and get people to go to the forums. People who are struggling need a one-to-one. Contact Debbie.

Did Not Attend (DNAs)

Since our last PPG meeting on 6 November, given that this contained three bank holidays, 1340 appointments have been wasted by patients not attending. Utilisation remains high:

GPs 99.6%
HCAs 96%
Nurses 95%

Patients under the age of 45 years are most likely to fail to attend their appointment.

The highest group during this period is patients under one year at 6.7%.

1 - 15 years 6.2%

16 - 45 years 4.7%

Telephone Calls

Since the last PPG meeting 25,736 telephone calls have been answered and 23,465 made.

The average answer time was 1 minute 53 seconds and the average time talking was 4 minutes 43 seconds.

There were 14,636 calls abandoned before they could be answered, with the average time the calls were ringing before being abandoned being 1 minute 20 seconds. Staff were unable to speak to 3,325 patients because patients did not answer the telephone.

Complaints

Since the last PPG meeting two months ago, 26 complaints have been received.

Wait for appointment 1
Phones 1
Incorrect details on record 1
Flu clinics (short stock) 2
Inconsistent info from reception 2
Rude staff 2
Unhappy with referral process 2
Not advised appointment cancelled 4 (by text or phone)
Prescriptions process/timing 5
Clinical complaint 6
12. **Questions on Report**Flu VaccinationsQ.Are there statistics available to show how many people who had the flu vaccination caught the flu?

A. No known statistics. It is difficult to decide which flu vaccine to use but this is based on which flu is prevalent in Australia and is likely to arrive in the UK. There is the possibility of another flu becoming more widespread later.
13. **Any Other Business**WoW Awards to be added to the next agenda.  **Action**The leg clinic needs more help.

It was requested that when using acronyms, the words should be written in full the first time they are used.

The name of the person requesting an item to go on the agenda, should be noted on the agenda.

Items 6, 7, 9 to go on the agenda for the next meeting.
14. **Date of Next Meeting**6pm Wednesday 11 March 2020 at St Andrew’s Centre.