

**Minutes of the Holmcroft Patient Participation Group Committee Meeting  
held  
6pm Tuesday 8<sup>th</sup> October 2019**

**Present:** Norman Cobon, Geoff Robson, Bridget Stokell, Anne Jones, Irene Draper.

1. Apologies:

Apologies were received from Leela Gadsby, Celia Johnson, Liz Sullivan, Margaret Burns, and Kamil Sterniczuk.

2. Minutes of Meeting held 13<sup>th</sup> August 2019.

The minutes of the meeting held 13<sup>th</sup> August were confirmed as a true and accurate record of that meeting.

3. Matters Arising from Meeting held 13<sup>th</sup> August 2019.

- Clinicians Website Update

It was agreed that as no comments had been received the clinician information available on the website should be considered satisfactory.

Irene Draper advised she was having difficulty accessing the information and, following discussion, agreed to try again and call Anne Jones if she continued to have problems.

**Action: Irene Draper**

- Social Media and Member Recruitment

As Liz Sullivan was not in attendance it was agreed that Social Media and Member Recruitment consideration would be held over until the December meeting.

**Action: Norman Cobon**

- It was agreed that any other actions had been completed or were to be covered by agenda items.

4. PPG Self Assessment

After discussion it was agreed that this had been superseded by the Primary Care Strategy Form, the next agenda item.

5. Primary Care Strategy Agreement

Following discussion it was agreed that the most appropriate way forward was for each member of the PPG to provide their input to sections 1 to 4 of the PPG PC Strategy Document distributed with the meeting pack and for their inputs to be consolidated and an updated document forwarded to the CCG on behalf of the HPPG by the Chair.

**Action: Norman Cobon**

## 6. District PPG Feedback

It was agreed that the bullet point messages document from the District PPG meeting held 25<sup>th</sup> September '19 distributed in the meeting pack was self explanatory.

CCG - Our Way Forward leaflet was distributed

## 7. Surgery Update

Anne Jones advised of the following:

- Telephone System Issues

Information is now on surgery screen regarding number of calls taken, abandoned and waiting. Anne Jones feels there is still a problem and that Dr Hannigan's voice needs to be added to the message. NC and GR voiced their experience and that the system did not seem to be working properly with calls dropping out. The situation is being monitored.

- Flu Clinics

Two over 65's have taken place and under 65's start on the 12<sup>th</sup> October.

- CQC Phone Call

- The CCG action noted in the 25<sup>th</sup> September '19 District PPG Bullet Point Action List taken away to establish why there were inconsistencies in the approach by the CQC across the Practices was noted.

- A focused visit is expected within six months of the original call in July. No contact has been made to date.

- Staffing

No new appointments or leavers.

- Current Research Projects.

- Increasing Physical Activity in Older People with Chronic Pain (IPOPP)

Summary:

iPOPP is a 3-arm randomised controlled trial which aims to test whether a brief behavioural intervention (iPOPP) increases average step count compared to usual primary care or receiving a pedometer and activity diary in the post in adults aged 65 years and over with chronic musculoskeletal pain.

Practice Involvement:

- Allow access to CRN staff to conduct a practice list search for potentially eligible patients
  - GP to screen this patient list for ineligible patients
  - CRN staff will send patient invite letter via docmail.
  - Practice HCA to deliver the iPOPP intervention to patients, which includes 2 x 30 minute appointments, the latter of which may be a telephone consultation
  - Patients who replied to invitation mail outs who have been randomised to intervention arm of study will be booked in to attend research appointments with Sarah. So far 4 patients are due appointments.
- PROvision of braces for Patients with knee OsteoArthritis (PROP OA)

Summary:

The PROP OA study aims to provide definitive evidence on whether wearing a knee brace provides more relief for people with painful osteoarthritis of the knee compared to best primary care alone (education, advice and exercise), and whether this is good value for money for the NHS

Practice Involvement:

- Screening of the patient list generated as a result of the retrospective search.
  - For patients identified by the pop-up, gain consent for their contact details to be shared with the study team at Keele CTU so they can be contacted further about the study.
  - Fax/Email consent-to-contact forms to Primary Care Sciences at Keele University Primary Care Networks (PCN)
- Primary Care Network.
    - First Stage - Recruitment of Pharmacist. Offer not accepted post remains vacant.
    - Social Prescriber/Community Link Worker – recruited and will be with Holmcroft one day a week.
    - Nursing Home Local enhanced service to be set up
  - Complaints

Delay due to human error in processing a document

Prescription delay due to manufacturer problem – feedback not given by pharmacy

Geoff Robson advised that no choice had been given over clinic for patient referral

- Appointments

Those people who do not turn up for same day appointments are contacted to ask why.

- Others:

Sliding door position is a potential problem with access and that come the winter it will get cold. GR suggested moving the waiting sign to the other side of the door.

At a date to be agreed the Samaritans are to provide an awareness session in the foyer during surgery hours.

## 8. Patient Experiences

The meeting was advised of the successful use of GP call back where it was felt an appropriate response to an initial appointment request.

Royal Stoke appointments system not working well. Letters advise that you can manage the appointment on line but when you try to do this it just tells you to call or e-mail. Also, opportunity to see consultant was limited to Royal Stoke. Norman Cobon agreed to feed this back to the CCG through the District PPG.

**Action: Norman Cobon**

Health Harmony issue – problems with environment/tidiness to be referred back to CCG – NC to raise at District PPG

**Action: Norman Cobon**

Irene Draper and Geoff Robson reported good experience at County Staffs although the wait is long for appointments. Geoff Robson reported that due to the long wait patients at one clinic were being referred to the cashier who provided a refund against the additional parking cost.

## 9. Any Other Business

Bridget Stokell previously advised that she had attended a recent Together We're Better (TWB) event relating to the proposed merging of the 6 Staffordshire CCG's into a single organisation. This is not going to happen!!

**Action: All to note**

Healthwatch may visit the surgery to talk to patients.

EMIS development mentioned by GR. EMIS is the system on which health records are kept and it is being developed so that research opportunities for patients are automatically flagged to the GP, thus reducing workload.

## 10. Date of next meeting

The next meeting will take place 6pm Tuesday 10<sup>th</sup> December '19.