

Markyate Surgery Patients' Participation Group

Minutes of the meeting held at Markyate Surgery on Wednesday 18 September 2013 at 3 pm

Present: Aban Sepai (Practice Manager), Maggy Furneaux (Assistant Manager), Dawn Stafford, Julian Taunton, Jenny Lewis, Corinne Ireland (Chair).

Apologies: Anneke Kuiper, Tom Hodgson, Sheila Pilkinton

1 Introductions – We were pleased to welcome Jenny Lewis our new PPG member and Maggy Furneaux newly appointed Assistant Manager.

2 Minutes of last meeting – minutes agreed as a true record

Matters arising – Suggestion box is now in place in downstairs waiting room.

Amended PPG Terms of Reference is available and will be sent to all members.

Aban was unable to find the care group website details to link it to the surgery website. Corinne said there has been some organisational changes with the care group and she would contact Malcolm Davies who she believes has taken over some of these responsibilities.

It was agreed that we are still in need of new members, especially from the outlying areas, such as Studham, Flamstead etc. Jenny had responded to the LCD screen but it was agreed we should still do a poster to attract members. Jenny said her husband could help with designing a poster. Corinne to contact.

3 New surgery update – Corinne summarised what she was able to find out with help and advice from members of The Dacorum Patients Group and in particular Madeleine Donohue Madeleine contacted Victoria Wicks-Schofield at Herts Valleys, Chief Operating Officer for Dacorum locality who got in touch with NHS England.

She said that Herts Valleys would not actually be involved in any decisions about new premises. In fact responsibility for new premises rests with NHS England in line with their responsibility for primary care commissioning and GP contracts. They are currently awaiting guidance from the Dept. of Health on criteria for giving the go ahead to projects. No time frame is given on when this will be available.

While projects that have been approved by the PCT and signed off by the Board are going ahead, any projects in the second category, Markyate is one of these, where approval had not been given, are being put into a list of potential schemes. NHS England has confirmed that Markyate is on the list.

However before anything happens, NHS England say that they will, after getting guidance from the Dept. of Health, need to review what funding is available and decide which projects get priority.

Corinne had a response from Bert Chapman, our Local Councillor, after she contacted him by e-mail explaining why the PPG considered building a new surgery a priority. He visited the site and spoke to a planner who said that the shell of the new surgery would be completed by January 2014 with apartments above. However Bert Chapman was of the opinion that the local authority and the surgery would be responsible for the internal design.

Aban said that there would be potentially 300 new patients and therefore the new surgery/ medical centre was indeed a priority. It was pointed out that as well as the Hicks Road development, 73 homes, work has started on 40 homes at the Dunstable end of the High Street (Manor Farm) and there are 33 homes due to be built in Studham. All three of these developments will obviously increase demand for the services provided by the surgery.

It was suggested that the PPG should write to our local MP's expressing how important a purpose built replacement surgery is for our community and how urgent it is.

Action: Corinne to draft a letter to Mike Penning and Hilary Killen from the PPG group and send once approved.

- 4 Blood tests update – Corinne checked for updates with Madeleine and there were none. However Madeleine did chase it up. She has now had a holding reply saying that it is part of the Planned and Primary Care work stream discussions. The person supporting that in HVCCG has been asked for an update.

- 5 Response to HVCCG Clinical Strategy – Planned and Primary Care
As no-one contacted Corinne with their responses, she sent an e-mail response as Chair of the PPG at the surgery but making it clear it was her individual response.

The following is what Corinne said:

With reference to the above, and as Chair of the PPG at Markyate Surgery the following are some comments I would like to make with regards to Planned and Primary Care.

I understand that there has been a review of the Phlebotomy Service but I'm not sure where this is referred to in the strategy or when we are likely to hear the results of this review. Under 'Longer Term': key actions it says 'We will build excellent relationships with a wide range providers to ensure services are based in the community and develop according to the CCG strategy of keeping things local, patient focused, and of high quality within sensible financial constraints.'

With respect this doesn't match up to what patients have experienced here in Markyate. Previously all patients who needed a blood test were able to get one at the surgery. Now only some patients are considered eligible.

Both patients and staff would like to see this service reinstated. When are we likely to hear the results of the review and why is this included under 'Longer Term' key actions as opposed to 'Short Term'?

There are one or two other points I would like to make. What is the Referrals Support Service will there be appendices with the report to explain things like this?

Under the 'Quality and clinically effective prescribing ... paragraph what sort of support/consideration will there be for persons who can't afford to pay for non-prescription medicines and what sort of support will be on offer for people who are unable or can't access electronic equipment?

Finally I would just like to say what an impressive document the strategy is. It has clearly involved a lot of planning and work to draw it all together. My comments are meant to be constructive and I hope this is how they will be seen.

Kind regards,
Corinne Ireland

- 6 Brief summarises of events members attended/attending
Dacorum Patients' Group – Public meeting – Care Quality Commission – Corinne said she was a bit disappointed with attendance at this event but that it was very interesting to hear about the intended role and purpose of the CQC.

Action: Corinne to send copy of slide show to all members.

Corinne passed on a request for volunteers who might have an interest in the following:

- a) Mental Health planning forum
- b) Maternity Committee

It would involve going to their meetings and reporting back to the DPG (but not requiring you to join the DPG unless you wanted to)

L & D Inspections – both Dawn and Corinne have put their names down to do this. Corinne will do one on 27 September and Dawn is doing one in October. It will include signage, cleanliness, quality of food, attitude to patients etc. and will take between 5 and 6 hours.

- 7 Patient Survey – the next survey will be from beginning November (2013) and completed by end of December. If possible we need to get a more varied age range of replies. We discussed various ideas for achieving this but didn't come to any definite conclusions. We also agreed we needed a new set of questions. The patient members of the group will meet on Monday 30 September to compile a list of questions.

Action: Corinne to draw up that list and send to Aban for approval.

- 8 Date of next meeting – Monday 20 January 2014 at 1.30 pm