

**BANCROFT MEDICAL CENTRE  
PATIENT PARTICIPATION GROUP MEETING  
MONDAY 28<sup>TH</sup> JANUARY 2019**

- Present:** Dr Chandrayan (AC) Senior Partner, Dr Cox (JC) Lead GP for Merger, Dave Roberts (DR) Practice Manager, Denise Robson (DAR) Deputy Practice Manager (Courtenay House site)
- Patient Attendees:** JWDC, JW, LE, MP, PN, HE, AN
- Apologies:** Jolene Weston (Patient Services Lead – JCW), BN
- Chair:** John Cooper (JCW)
- Minutes:** Denise Robson (DAR)

**WELCOME AND INTRODUCTIONS**

John Cooper welcomed everyone to the meeting and thanked them for attending. John Cooper also welcomed Denise Robson back to this meeting. Denise has stepped down from her Practice Manager role to Deputy Practice Manager working at the Courtenay House site, working reduced hours Monday – Thursday. Dave Roberts will be the Practice Manager for both sites and Victoria Tizzard is the other Deputy Manager working at Orford Lodge site. Denise Robson is attending the meeting tonight as Jolene Weston is off sick today.

**AGENDA ITEMS**

**1. Minutes from last meeting**

Point 5 under changes/phone/appointments, 1<sup>st</sup> paragraph – MP asked for sentence 4 to be removed as does not recall saying this.

Correction to point 1 – Kawasaki Disease wasn't mentioned. It was requested if Lyme's Disease could be added to the patient information screens.

**2. Actions Arising**

**Online Appointments** - patients are still not able to see any available online appointments. There are embargoed slots but these cannot be shown as these are needed to release on the day. A system needs to be worked out for this and it is being looked at. This is an on-going action.

**Action: On-going**

**Staff Training** - customer service/IT - all staff have access to Blue Stream an online learning package, Customer Service training is part of this package. Front of house training is important for all staff. East & North Herts CCG are paying for a Target Day, which is an in-house event next month. This event will be used for our staff to train them on different procedures and workflows within the practice through role play. There is still disparity in the way both sides work and we are working hard with our staff to bring both sites into some commonality, we are getting there, but we are not there yet. IT training DR will be looking at this with the staff. Our aim is to get the whole front of house staff up to date.

LE commented that he thought that all the staff at OL have been first class.

### 3. **Orford Lodge Survey results and action plan**

An action plan has been sent out this was nicely done and sent out in good time. JWDC would like this as an on-going action with periodic review so that this becomes an agenda item, so everyone can feedback.

**Action: on-going action for agenda**

JC commented that he has been reviewing the complaints procedure to make this more streamline and more layered. JC is the complaints monitor and this process needs to be efficient, appropriate and lessons learnt. Some complaints will go to JCW, some to VT depending what the complaint is about.

### 4. **Constitution**

JWDC sent out the draft constitution with some modifications. MP pointed out that it should be Bancroft Medical Centre and not Bancroft Medical Surgery. MP suggested that a list of members should be included in this as they will need to be advised of the AGM. It was agreed that it is not necessary as JCW has a list of all members. A note should be added to the constitution saying that a list of members is kept by the practice – this could go under the Membership section.

5.10 - should this be one of the doctors or a Partner to attend each meeting. AC is very happy to keep supporting the meeting. Medical support for the management team is good. It was agreed that it will be changed to say 'attendance of a doctor would be welcome'.

5.5. – appoint a deputy – agreed to leave as is.

6 – meetings – 90% of the members do not attend any meetings. JW said he is not in favour of point 6.3 for post ballot forms to be circulated to all members; he would prefer to appoint a Chairman from someone who attends the meetings. This, while welcome, makes it eligibility to vote difficult to determine and so a process was suggested as outlined below:

We also need to clean up the list of members, there are a lot of members that do not attend and never have. It was agreed that a letter will be sent out to all members of the PPG asking them if they are still interested in being part of the group and attending some of the meetings. The letter needs to say if we do not hear from you by ..... (date) we will assume you no longer wish to be part of the group and attend meetings, your name will be removed from the list. A cut off slip at the end of the letter would be useful.

**Action: JCW**

6.5 – an Extraordinary General meeting maybe convened at 3 days' notice. JWDC thinks this should be 30 days. It was agreed that this will be discussed again at the AGM when the constitution can be agreed again.

JWDC will circulate by email to the group attending tonight for any feedback.

**Action: JWDC**

## 5. Diabetes Talk

JWDC has been trying to organise a talk on diabetes and has had conversations with Mark Edwards – CCG PRG representative, the Chairman of the Knebworth Practice, Diabetes UK. JWDC went to the Patients Representative Group meeting in December and Jay Chandarana, who is Chairman at a Letchworth practice attended, and who also has a personal interest in health, thought this was a good idea and had contact with David Robinson, who is co-ordinator for East of England Diabetes health groups. David Robinson would be prepared to give a 40 minute talk and slide presentation on this and the slide package has been forwarded to JCW for distribution at this meeting (to be done later consequent on her absence). It would be fairly general on Type 1 and Type 2 and kept very simple. Ideally there would need to be close to 40 people to make it worthwhile. AC commented that she was not sure, whilst it is a good idea, that we are perhaps the right setting for this, as pre-diabetic patients are already referred for further support and newly diabetics are also supported. NHS Health Checks are offered to patients between the age of 40 - 74. JWDC said it was more targeted at people with young families. AC said these also get identified elsewhere. AC felt it was more for national level. Health related issues are also discussed at locality level. DR is attending a Practice Manager meeting tomorrow and will discuss this with the other two practices in town to see if there is any interest within their groups.

LE also mentioned about stroke, prostate cancer. JWDC said Knebworth Surgery hold very successful Health Talks every month and get between 40 – 60 people. Mark Edwards from the CCG would be happy to pay for a room. HE asked what the medical staff thought would be good topics to talk on – Sepsis and the Unwell Child were two areas, but they will keep this in mind.

## 6. Any other business

HE has attended Lister recently and was asked to update her information; she has been told that Lister cannot update the name of the GP. JC has been encouraging Lister for over 25 years to get their IT system updated, but yet to show any interest in this. This has been an on-going issue for many years.

**Newspaper article** - for discussion at the next meeting, JW gave DR a copy of the article about the uncertain future of the Cancer Centre. JW asked for any feedback from the doctors on this. DR said he will speak to the doctors and for discussion at the next meeting.

**Action: DR**

**Brexit – stock piling medication** – LE has concerns when Brexit happens whether patients will be stock piling medication. This will be at a national level and with the wholesalers/manufacturers. Patients should not stock pile any medication and this will not be allowed by the practice.

**Lister – Parking** - TT (previous Chairman and member of the PPG) asked for this to be mentioned at the PPG meeting regarding the lack of parking at the Lister Hospital. JC informed he would be best to go on to the East & North Herts CCG website for the public meetings and bring it up with them.

**DATE OF NEXT MEETING:****Monday 25<sup>th</sup> March 2019 – AGM – 6.30 pm at Courtenay House site**

Meeting closed at 7.40 pm.

<b>Action</b>	<b>By Whom</b>	<b>When</b>
System for Online Appointments	DR	On-going
Action Plan following survey at Orford Lodge	JWDC	Periodic review for agenda item
Constitution	JWDC	For circulation and discussion at next meeting
Letter to members of the PPG to clean up the list	JCW	No timeframe agreed
Diabetes Talk	DR	Discussion with the other Hitchin Practice Managers for their group's interest. For next meeting
Newspaper Article on Cancer Centre	DR	For doctors feedback - next meeting

Denise Robson  
Deputy Practice Manager  
Courtenay House Site  
6.2.19