

## FRESSINGFIELD MEDICAL CENTRE

### PPG MINUTES

Meeting held on Wednesday 21<sup>st</sup> November 2018 at 2.30pm

At Fressingfield medical Centre, New Street, Fressingfield, IP21 5PJ

#### Present:

Liz Stolls, (PPG Chair) John Alborough (PPG Vice Chair), Dr F Manto (GP Partner)  
Katie Civil (Practice Manager)

Members of the PPG: Jill Firth, Bryan Threadgall; Sylvia Cope, Rick Osbourne and  
Judith Lilley.

#### Apologies for Absence

Helen Long (Secretary), Tom Lindsay, Nick Stolls and Dorothy Readman

- 1. Elizabeth Storer, Community Development Officer, Healthwatch:** discussed her role and how this helped advise and support GP practices. Covering Suffolk and Babergh districts, liaising with NHS patients regarding their experience. Then feeding this back to the local surgeries to support future planning and improvements. During this process opportunities arise to signpost patients to other services. Such as, the Language Line service that helps patient's who need an interpreter or Citizens Advice Bureau or local mental health teams or any of the many providers offering patient support.

Another example of Elizabeth's work related to patients at one GP practise facing difficulties booking GP appointments by phone due to no answer or constantly engaged. Many would then go to the surgery to make the appointment via reception. The practise introduced a web based care navigation system – [www.e-consult.net](http://www.e-consult.net) to provide a support system for patients 24/7.

Agreed that Elizabeth will meet with Katie to discuss other opportunities:

  - To engage with both Stradbroke and Fressingfield surgeries, similar to the work Elizabeth has done with patients from the surgery in Eye.
  - Review Suffolk Infolink web site organisation coverage
- 2. John Alborough (Vice Chair PPG)** – explained the possibility of a meeting with Colchester Hospital University NHS Foundation Trust and the Ipswich Hospital NHS. To discuss the huge task in merging the two trusts together, the strategy behind this and the pros and cons of such a move for patients. Currently, there is a 50/50 split between Norwich and Ipswich hospitals. The impact of the merger is still unknown, the fear is that it may mean patients in the future having to travel further.

John will arrange, ideally, an evening meeting with PPG members from Stradbroke, Fressingfield and Eye surgeries plus representatives from Hartismere hospital.
- 3. Flu Clinic Review** – from the feedback received a resounding success. Stradbroke surgery coped well directing patients in the car park, through the surgery and over to the community centre for refreshments. Considering it was a wet day and parking was

a challenge for the clinic as the leisure centre was open and an event was on in the community centre. Fressingfield, was luckier with a sunny day but a lot less parking spaces. A huge thank you to the great efforts of the medical and reception staff, the PPG and the local WI members (Dorothy, Jane & Gill; Rosemary, Mary & Christine). Plus the support from Active Wellbeing and CAB; ensuring all patients had a positive experience and a speedy vaccination.

- 2300 letters were sent to all eligible patients
- Vaccinations completed at Flu Clinics: Stradbroke: 570; Fressingfield: 580
- Total to date (including non clinic days): 1600
- Catch-up clinic will be held later on
- Expectation 80% uptake for +65's age group
- Active Wellbeing signed up 8 more members. CAB reported a worthwhile day
- The clinics will run similar format days, again 2019

**4. Minutes from meeting 12<sup>th</sup> September 2018 and matters arising:**

- 'Social Prescribing': on-going project; awaiting additional funding from Clinical Commissioning Groups (CCG)
- Neighbourhood Teams: No further news but expecting the Integrated Network Teams (INT) will impact on this remit

**5. PPG Chair items:**

- Dr Manto attended an INT Social Care meeting covering care in the community, health issues and crime policies with the aim to develop a 20year plan for the area.

**6. PPG Member Items:**

- PPG chair welcomed Rick Osbourne into the group and mentioned that another lady was interested in joining.

**7. Practice Items:**

- Katie explained that every 3years there is a Care Quality Commission (CQC) review due after January 2019 and this will include a meeting with Liz to learn from the PPG what works well at the surgeries.
- Liz mentioned that she had received feedback from a patient regarding delays at the pharmacy window due to pharmacist concentrating on dispensing. Katie explained that to safeguard patients against dispensing errors the work has to take priority over counter service. At Stradbroke there is now a dispensary receptionist so that the pharmacist is not distracted from their work.

**8. Any other Business – N/A**

**9. Agree date of next meeting: Wednesday 27<sup>th</sup> February 2.30pm - Fressingfield**

The Meeting ended at 3.55pm