

# Jenner Patient Participation Group



**Minutes of Meeting 12 March 2014**  
**19:00 @ Jenner Health Centre**

**Present:** Gary Stewart (chairman), Jan Sharman (secretary), Annette Glazier, Sheila White, Pearina Mariott, William Old, Dena Old, John Bukham, Roger Bean, Jayne Gann, Carol Turner, Bruce Bonner, Dr Adriaan von Biljon

**Apologies:** Graham Moores, Marian Dunham

1. Minutes of last meeting were read and agreed with just 1 correction, under Educational Talks should read – '*more* education events' not just educational events. There followed a discussion concerning educational events. It was noted that although there is clearly a need for patient education, past events had not been well supported and on one occasion, having brought in speakers at consultant level and received confirmation of attendance of 30+ delegates, it was an acute embarrassment that only about 6 turned up. It was thought that a more low key approach over a Saturday morning coffee could be a way forward. Jan has said that she would be willing to give a talk on 'Making Medicines and Making the Most of Your Medicine'. This would be about putting over a serious message in a not so serious way. It was agreed that this would take place on Saturday 17 May at 11 am – noon.

▪ **PPG Committee news:**

**Accounts:** Gary reported that there is £2,818.47 in the new PPG account but we still expect to pay for the cholesterol tester purchased last year which has not yet been billed.

**Feedback from Patient Forum (PFG):** Gary attended the PFG. The purpose of the group was outlined for those unfamiliar with the role.

The main topic of the PFG meeting concerned the Older People's Programme. This is about providing joined up services for the elderly or vulnerable to ensure that their care is provided at such times as discharge from hospital at 'out of hours' times when the normal support mechanisms are not available. The responsibility for this is out for contract at present with several bidders. The consultation phase will last until August with target start date of January 2015. Gary stressed that this is a very big issue at

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the moment with the contract for the provision of services out for tender. More information is available on Cambridgeshire and Peterborough CCG's Older People's Programme on the Cambridgeshire website:

[www.cambridgeshireandpeterboroughccg.nhs.uk?pages/older-peoples-programme](http://www.cambridgeshireandpeterboroughccg.nhs.uk?pages/older-peoples-programme)

click on 'Older Peoples Programme' on the right hand side of the page then click on 'Older People's Programme – Update 6' at the bottom of that page to view the information Gary was talking about. The consultation document is available to read and to give feedback online at: [www.cambridgeshireandpeterboroughccg.nhs.uk](http://www.cambridgeshireandpeterboroughccg.nhs.uk) or copies can be requested by phone 01223725304.

- The Spinney Care Home part of Axiom housing has been heralded as an outstanding example of a facility for protected living. This is not necessarily an opinion shared by all, some of whom have expressed concern at the lack of trained staff, lack of competent management and the impact that it is having on essential services such as the GP practice. It is therefore of some concern that a similar project is envisaged for Whittlesey. On the face of it, it is a scheme that looks amazing but has not proved to live up to expectations. (you can view this facility at the following web address <http://www.housingcare.org/housing-care/facility-info-158576-the-spinney-eye-england.aspx>)
  - There is a similar scheme in operation at Doddington but no feedback from that has been as yet forthcoming. (you can view that at the following web address <http://www.fenland.gov.uk/article/6973/Welcome-to-Doddington-Court>)
  - Gary reported that Dave Bailey has set up a website for the Jenner Patient Participation group at the following address: [www.outa-stock.co.uk/jennerindex.htm](http://www.outa-stock.co.uk/jennerindex.htm)  
Dave has also volunteered to keep the site up to date at no cost to the JPPG.
2. **Just Another Show 2014:** This was a hugely successful event and made £1,092.12. Some of the raffle prizes were not claimed but these were subsequently re-raffled (a further £13 was made) or sold. It was suggested that this should be an annual event as, following two shows it was now established and looked forward to. Thanks was extended to all those who organised and or helped at the event. Plus of course those performers who gave their time and effort without charge. Well done everyone!
  3. **Golden Age Event** at Coates Thurs 6<sup>th</sup> March. This was organised by Fenland District Council and was well attended both by public and dignitaries such as our MP

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Steven Barclay and Whittlesey's Mayor David Mason. Several PPG members attended and our eye catching display, attracted lots of favourable comment.

4. **News from the Practice.** The new Jenner HC manager, Bruce Bonner is now in post and we were pleased to see him at the meeting. He asked for patience while he caught up with the backlog of information and matters which needed attention but was grateful for the support he was getting from all the Jenner HC staff.

A new receptionist, Elaine Buckingham was due to start work.

Dr Anderson would be away from the practice during April. There are moves to try to cover the gap that this will leave, but April could be difficult for those trying to manage his absence.

5. Short informational updates were provided by Jayne Gann.

**Supporters of Combat Stress.** Jayne explained that the group had expanded in the last couple of years and was providing support not just for those who had experienced post traumatic stress through involvement in war but also any individual who was suffering post traumatic stress through other situations such as accidents. Information about the group would be given to Cindy for use at the surgery.

Jayne also talked about **Carer Support Services** which aimed to support those involved in caring. It was agreed that the information would be given the Karen Bull who looked after carer related issues at the surgery.

6. **Patient Survey Results 2013.** Members were asked for comments concerning the survey which had been previously circulated. The main point made was that there was little change from last year. A point had been made (page 2 Q11.15) that since the centre was not open until 8.30 it was impossible for patients to book in for an 8.30 appointment without being 5 to 10 minutes late. It was suggested that consideration should be given to delaying the first appointment to 8.40 (or opening 10 minutes earlier!).

Gary said that the old complaint of not being able to get a timely appointment particularly for those who work was still an issue since not all employers allow time off to attend a doctor's appointment. Adriaan explained that the new triage system which has been brought into operation was easing the burden on appointment time. There are often 80 to 100 requests for urgent appointments on a Monday morning and an

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average of 40 on any other day, which makes it impossible to provide but a few. Patients are told that the doctors will ring them back but they do not always wait in for the call. The rule has been made that there will be 2 calls and after that it is up to the patient to follow it up. People's perception of urgency is also an issue and although within 6 hours may not appear to be considered by them as urgent it is in fact an urgent appointment. Within 2 hours would be considered as very urgent. It was also noted that on page 2 Q11.13 (about the computer services), a patient complained that there had been little help provided when s/he had lost the password to enable access to the Jenner site. This may be something that Bruce will be able to look at when he gets his head above water!

7. AOB. Bruce reported that he had attended the LCG Jamboree. There is a drive to create a system where 'niggles' can be addressed and dealt with and collated (called Soft Intelligence Line) to see if there is a common theme (Bruce to send an email address to Jan).
8. Jan spoke about the way that prescriptions are dispensed from the hospital and the problems which occur both to the patient and the hospital because only 14 days supply is provided. We need to find out what the ruling is and who is driving it. This led to a discussion about a situation which had occurred where the patient's own medicine taken to hospital and kept in the patient's locker, had been taken for use on another patient 'because we are a bit short'. Jan explained that this should never happen as the medicine belongs to the patient and because it may not have been kept in suitable condition so jeopardising the well being of the other patient. This had occurred around 14 February 2014 Jan to bring to the attention of the Chief Pharmacist and Jayne to the attention of the CCG

Next Meeting = 14 May 2014 @ 1900