

MINUTES of the meeting of
ST LUKE'S PRACTICE PATIENT PARTICIPATION GROUP
held on TUESDAY 12th SEPTEMBER 2017
at 2.00 pm at the surgery.

Present: Janet Norris, Chair
Janice Fox
Barbara Colton
Heather Greentree

Present from the Practice: Dr Amin, Senior Partner
Jennet Simpson, Practice Manager

1. Apologies

These were received from John Hannam, Nasira Patel and Audrian Smith.

2. Keep Our NHS Public Campaign (KONP)

Daphne Bone, Treasurer of Nottingham & Notts KONP was welcomed to the meeting.

Daphne explained that KONP was a national organisation which campaigned for a publicly funded, publicly provided and publicly accountable NHS, available to all on the basis of clinical need and delivering a comprehensive set of health services available for all. Members of the organisation fight cuts which run counter to these principles.

She gave an example of the group's activities locally, ie they had played active role in getting the private company, *Carillon*, which had been responsible for maintenance services at both University and City Hospitals, to be replaced by in-house services.

The Sustainability and Transformation Plan (STP) was also mentioned (which one of the campaign's brochures described as *Slash, Trash and Plunder*) which is the top-down reorganisation of the NHS into 44 regional groupings of NHS organisations and local authorities, covering all England. Each must develop a 5-year STP to save a massive £2.45 billion by the end of 2016-17 and implement new models of care closer to people's homes, resulting in closure of hospital beds. This meant that the NHS could be threatened by private companies planning, commissioning and delivering new models of service. In this connection, the chair gave an example, saying she had been trying to arrange an appointment after referral to the Pain Management Service which had hitherto been provided at the City Hospital but was now provided in local health centres and GP- clinics, partially run by a private company.

Daphne went on to say that there would now be pre-triage of all referrals to orthopaedics, children, eye and pain management. In this connection, Dr Amin said he was worried about implementation of pre-referral assessments by GP colleagues, ie if a patient needed to be seen by a specialist, before making a referral to hospital, the GP was required to discuss with a colleague whether everything necessary had been done prior to referral. These meetings had to be logged and minuted and a report written. He explained that this pre-triage did not apply in suspected cases of cancer or other 2-week referrals.

(This issue would be raised at the forthcoming Patient Information Engagement Session organised by Nottm City GP Alliance.)

Action: JF/JN

Everyone agreed that cohesion had been lost resulting in problems with fragmentation and problems with recruitment and retention of staff.

Dr Amin explained that there was to be yet another reorganisation involving amalgamation of PCTs in Nottingham, Derby & North Notts. All agreed that these constant reorganisations were a waste of people's time and NHS money.

Daphne remained for the next part of the meeting.

3. Minutes of Previous Meeting

The minutes of the meeting held on 6th June 2017 were approved as an accurate record.

4. Matters Arising

4i) GP Contracts & GP Alliance

See comments by Dr Amin above.

4ii) Social Toenail Cutting Service

The Chair gave copies of the final letter from the CCG about her attempt to get this service off the ground because so many people had been told that they were no longer entitled to toenail cutting because they had neither Diabetes nor a heart condition. She and Janice had attended a meeting where the three levels of criteria had been explained and a letter containing these had been copied for all GPs in the practice as the Chair wished to know if any patients had been denied toenail cutting, even if they qualified under these criteria.

Action: all GPs

Daphne Bone expressed an interest and offered to pursue this issue with her group if she could see all the correspondence.

Action: JN

Daphne distributed literature about KONP which Jennet said she would make available on the TV and practice website.

Action: JS

The Chair thanked Daphne for her presentation which had been very interesting and informative; she then withdrew.

4iii) London Road Urgent Care Centre

The Chair said discussions are still in place regarding the bus service which is hoping to serve the Urgent Care Centre. Further information will follow in the near future hopefully

5. Practice Matters

5i) Staffing

Jennet said the new apprentice receptionist, Maryim, was learning very fast and was very efficient.

5ii) Telephone Queuing System

This was a great improvement and Jennet explained the number of calls which had been dealt with and only one problem that people hung up when they heard a recorded voice as they thought it was about NEMS.

5iii) Website

The Chair had had a problem getting through as the site was being updated. Jennet said it was run by an outside organisation and not in their remit. JN would check. **Action: JN**

5iv) Autumn 2017 Newsletter

Jennet provided copies of this for members, particularly referring to 'flu vaccinations now available.

6. PPG Matters

6i) Sustainability & Transformation Plan

The Chair said she had read all the documentation and had been briefly involved but had decided not to participate in any further discussions.

6ii) Liaison with other Practices

Jennet said that Radford Medical Practice PPG would like to liaise with us. The Chair offered to send agendas, minutes and annual reports if Jennet would let her know the appropriate person and email address. **Action: JS**

7. Meetings Attended

Janice described CityCare PEG meetings, with particular reference to physiotherapy teams now working in local health centres.

The Chair described briefly her involvement with *End of Life* care workshops.

8. Any Other Business

Members' attention was drawn to the change of address of Nottingham & Notts Healthwatch ie Suite 7, Arnold Business Centre, Brookfield Road, Arnold NG5 7ER telephone 0115 859 9510 email: info@healthwatchnottingham.co.uk

Janice drew members' attention to a Royal College of Surgeons website - recovery tracker - which can be found at www.RCSEng.ac.uk/patient-care/having surgery.

9. Date of Next Meeting

This will be held on Tuesday 5th December 2017 at 2pm at the practice. Jassent Powell will be present and will give us an overview of the service provided by the Carers' Hub.

Signed:

Chair

Date:

