

MINUTES of the meeting of  
ST LUKE'S PRACTICE PATIENT PARTICIPATION GROUP  
held on TUESDAY 6th JUNE 2017  
at 2.00 at the surgery

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

Present from the Surgery: Jennet Simpson - Practice Manager

1. Apologies

Received from John Hannam

2. Minutes of Previous Meeting

The minutes of the meeting held on 7th March 2017 were approved.

3. Matters Arising

3i) GP Contract & GP Alliance

As Dr Amin was seeing a patient, Jennet outlined the present situation. She said that St Luke's was one of the 14 practices which did not take on the contract. The GP Alliance, therefore, took on the contract for those 14 practices for delivering H Pylori tests, ECGs and ear irrigation, which would be provided by local practices; the nearest to St Luke's was the Derby Road practice.

General blood tests were still available at Mary Potter Health Centre and QMC. St Luke's still did phlebotomy for patients who needed specific drug monitoring. The dressing service was now provided by CityCare at Boots clinic in the Victoria Centre.

3ii) Social Toenail Cutting Service

The chair outlined the current situation. She had had a reply to her letter to Nottingham City CCG saying that the CCG supported a social toenail cutting service, with the intention that there should be a financial contribution from patients. The chair had replied, expressing regret that it was taking so long to start and asked to be kept updated with progress after their next Service Review Meeting with Nottinghamshire Healthcare Trust, since when she had heard nothing. A further reminder will be sent. **Action: JN**

3iii) London Road Urgent Care Centre

The chair reported that she had been in communication with the Team Leader of City Council Public Transport and there appeared to be some progress with providing a bus service near to the UCC but could give no more information as potential changes were still being consulted upon.

3iv) Letter to Jeremy Hunt about Health & Social Care Services

The chair had received a reply dated 11th April from a DoH Ministerial Correspondence and Public Enquiries person to her long letter dated 11th March, in which none of the issues she had raised were addressed. She was merely given the address & contact details for Nottingham City Council and Nottingham City CCG. The chair expressed disgust at this response but, since the General Election was imminent, those present hoped that these two issues would be urgently addressed by the incoming government.

4. Practice Matters

4i) Jennet updated members on the recent cyber attack. Staff had been told to shut down their computers late on the Friday afternoon. Unfortunately the telephone system was shut down too. Staff were on standby alert on the Sunday but did not have to come into the surgery until 7am on the Monday. IT experts came in on Monday so the servers could be turned on and CCG staff visited all surgeries to install security software. Fortunately none of the Radford Health Centre computers were affected by the attack. Jennet outlined an existing difficulty with a separate server for documents, which meant they could be viewed but not printed; this issue was being addressed.

4ii) Staffing

Unfortunately apprentice receptionist, Jessica Fleming, had resigned as she had moved house. Interviewing would be taking place shortly for her replacement. Also, nurse Jenny Finney had left but a new nurse prescriber, Nahida Ahmed, had now joined the practice. She was settling in well and was much appreciated.

4iii) Telephone Queuing System

Jennet had been unable to contact the relevant people by phone so had emailed them.

5. PPG Matters

Janice reported on the PPG Networking event held on 15th March, saying she had been impressed by the amount of interest shown.

6. Meetings Attended

Janice reported that, unfortunately, the Click programme run by Age UK had been cancelled due to insufficient uptake. Members expressed regret at this news.

The Chair reported on the Older People living with Frailty Pathway Benchmarking project in the East Midlands.

7. Any Other Business

The Chair said she had received an email from the CCG Engagement Manager, Alison Kirk, in which she said the CCG was looking to recruit four new patient members to their People's Council. No-one present was interested but suggested the chair circulate the email to other member who may be interested.

**Action: JN**

Janice said Stephen Hyde of Derby Road practice wished practices to combine to help implement the Sustainability and Transformation plan. Anyone interested, please contact the chair.

**Action: ALL**

8. Date of Next Meeting

Confirmed as **12th September 2017** at 2.00 pm at the Surgery.

Members agreed that the Chair could invite Richard Buckwell who would speak on *Keep our NHS Public* campaign.

**Action: JN**

Approved: ..... Chair      Dated: .....