

## Thaxted Surgery – Patient Participation Group Meeting

### Minutes - 16 September 2016

Present	Apols
Carol Skelton	Jane Lucas
Sheila Roberts	Dianne Claxton
Sheilah Rengert	Bob Bass
Joan Gray	Diane Drury
Margaret Legg	Michael Delahooke
Rita Williams	Jon Spencer
Sandra Wright	Kate Rixson
Maxine Banks	Brenda Clarke
Jill Russell	Jessica Ruggles
Lowie Massey	Joan Greenfield
Pam Gale	Harry Ellis
Sara Carruthers	

#### Fund Raising Group and Raffle

A total of 52 prizes have been very generously donated for the Christmas raffle, including donations from patients and from local businesses. Ticket sales to date amount to £1,300.

Sara confirmed licence is in place.

Sara confirmed costs of the CRP machine, including running costs one year, are estimated at £2000.

Draw planned for Sat 17<sup>th</sup> December. Margaret, Sheila, Carol and Joan will join us. Sara to list out prizes in order before the draw so we can clearly record winners details. Jo Curtis has kindly volunteered to call winners Monday 19<sup>th</sup> December.

Noted that list of prizes and winners to be displayed on noticeboard in surgery.

Some reflections on lessons for future raffles:

- Sell tickets at £1 each, rather than £1 per strip. This will save effort of copying patient contact details and folding.
- Arrange to borrow a tombola drum prior to the draw
- Consider printed tickets – we may be required to do this anyway.

Next steps in fund raising. We agreed we need to formalise a fund raising committee with chair, treasurer, secretary, and set up a bank account separate from the surgery. Sara to issue role definitions.

PPG members noted that it is important for the PPG to be visible in other ways, as well as just fund raising. Patients need to feel they can contact a PPG member if it's difficult for them to talk directly to the surgery. We agreed to develop a programme for further fund raising and other initiatives at March meeting.

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### News and views

#### *Diabetic Retinal Screening*

Diabetic retinal screening is no longer taking place in the surgery. This is because NHS England has recommissioned the service to a different provider, who is not prepared to come to the surgery.

Sara reported that several patients have complained to the surgery, after being invited to an appointment in Braintree or Stansted. They note that patients cannot drive to diabetic eye screening appointments because of the drops used in the procedure, and that public transport is lacking.

Several attendees at the meeting confirmed that they too had been given appointments in Braintree, and agreed that this was at best inconvenient, and impossible for patients without family and friends available to take them.

The surgery have taken up these points with the commissioners and the providers. The surgery has stated clearly that it would be very happy to provide space for the screening service to see patients here. The provider has agreed that patients should now be offered appointments in Saffron Walden, which is slightly easier but still far less convenient than the surgery. The surgery will monitor the situation, and in particular, look to see if there is any decline in uptake this year.

#### *Leg ulcer clinics*

West Essex CCG have taken responsibility for leg ulcers away from GP surgeries, and commissioned a clinic-based service in Saffron Walden/Dunmow. Again, several patients have expressed unhappiness about this to the surgery. Several attendees at this meeting confirmed that patient experience had not been good.

Sara reconfirmed that this was not something that the surgery wanted. The original theory was that leg ulcer patients do better in a clinic environment because it allows focused expertise and better infection control. However, Thaxted was lucky in having two highly experienced nurses dealing with leg ulcers, and could provide a 5 day service whereas Saffron Walden is just one clinic per week. In addition, Thaxted patients have to travel to Saffron Walden, or be seen at home by the district nurses.

Sara confirmed that the surgery had raised these issues with West Essex CCG. However, West Essex are currently set on giving the new service a try and note that there were some teething problems in that the service started before recruitment. PPG members agreed to continue to feedback patient concerns and experiences regarding the new service.

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### Saffron Walden Community Hospital - a future?

SWCH is currently underused, and potentially under threat. The PPG discussed their views of services they felt could be of most value to Thaxted patients, based on a draft paper.

The PPG members were very supportive of more beds at SWCH for frail and elderly patients, and reopening Curlew ward. There were many anecdotes of patients who had had to go to Addenbrookes because Avocet ward in Saffron Walden was full. They also felt that Curlew would be a good staging post for patients who Addenbrookes are discharging, and may make discharge quicker because of the access to OT and local social workers. PPG members also noted that care providers are currently over-subscribed in Thaxted with long waiting lists for both private and local authority funded care at home.

PPG members were also enthusiastic about SWCH being a hub for voluntary sector, patient education and mental health/counselling support services.

PPG members were also enthusiastic about a primary care hub at SWCH, but with some reservations around:

- continuity and knowing their own GP surgery team,
- transport and travel, particularly for frail, elderly and vulnerable patients.

Overall, PPG members saw SWCH is a good location for new additional services, but did not want to see services like leg ulcers and diabetic screening moving out of Thaxted because of accessibility issues that this gives rise to.

PPG members were very supportive of weekend GP services, Xray, Ultrasound and ADH outpatient services currently at SWCH, and would hate to lose them.



SWCH clinical model  
document v1.0.docx

### Premises – Update

NHS England have now granted permission and funding for an extension to the surgery, subject to due diligence and planning permission. We are currently in the process of survey's etc, and meeting the architect in January with a view to moving towards planning application.

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### Open Forum - Feedback and Issues

Attendees were very complimentary about the surgery, noting particularly that doctors call them.

PPG members who had sold raffle tickets by the front door noted how busy the front desk can be at times, and how well the staff dealt with it.

*“Doing the raffle desk this morning was a very interesting experience, I found. I was amazed at the number of people you have coming through the door in such a short space of time. Sitting in the waiting room, you get a sense of those that are waiting to see the doctor or nurse, but that seems to be only a quarter of the numbers! What impressed me the most was the helpful, courteous and kindly way that staff spoke to everyone who wanted attention from them, whether in person or on the telephone. They deserve the highest praise for their approach and I hope you will have some way of feeding this back to them. “*

However, they also noted that confidentiality at the desk remains an issue. This is very much acknowledged, and should be built into the design of the extension.

JS raised an item for discussion as follows: “It is with regards to doctors phoning and possibly emailing patients. Whilst, as a patient, I would welcome this it should only be done if it is possible to build this into the doctors working day. We do not want to place further burdens on the doctors whose efforts we appreciate and rely on.” Sara confirmed current policy is to deal with administrative matters only by phone and e-mail, and not consult by e-mail and phone. This is partly because of workload issues, but also because the doctors feel that being able to see and examine a patient gives them additional information that leads to better safer medical practice. However, there are a number of experiments around in newer technologies (eg skype consultations) and Thaxted will continue to watch developments.

Sara agreed to update PPG notice board with names of new PPG members and details of fund raising.

### Dates times and formats for next meetings

- Thursday 30 March 2017 – 10am
- Thursday 13 July 2017 - 10am (please note change of time, as agreed in the meeting)
- Thursday 16 Nov 2017 – 10am