

## Minutes of PPG Meeting 11 April 2018

### Present

Shobhna Dave (SD)	Pauline Coulthard (PC)	Daphne Tibbles (DT)
Beverley Tavares (BT)	Sandra Reed (SR)	Elisabeth Clarke (EC)
Linda McComie (LM)	Charmaine Richardson (ChR)	
Caroline Rose, PM (CR)	Dr Hopeson Alifoe, GP (Dr A)	

Apologies : Pat Gidley, Sue Sullivan

	ITEM	ACTIONS
1.	<b><u>Minutes of Last Meeting</u></b>	
1.1	Minutes of last meeting on 10 January 2018 were approved.	
2.	<b><u>News from the Practice</u></b>	
2.1	<b>Staffing</b> Dr Patel retired from the practice on 31 March 2018. Dr Dewji will be leaving the practice at the end of September 2018.	
2.2	With effect from 01 April 2018, Dr Dewji's consultations will be reduced from nine to six weekly, on Mondays, Tuesdays and Wednesdays.	
2.3	CAB consultations are now up and running and are being fully booked. Hilltops holds surgeries in partnership with Whaddon surgery and patients can attend either and benefit from advice and support on issues such as housing, benefits, relationships, etc. The service is being promoted within the surgery.	
2.4	Dr Alifoe advised the meeting that Hilltops wants to prove the service is successful so that the CCG can be approached to fund it in the future.	
2.5	Concerning Healthcare, Dr A also explained the further progress in the specialisations of staff, such as prescriptions reviews now only being carried out by Hilltops' resident pharmacist. CR added that other procedures previously carried out by GPs include joint injections now being the responsibility of former Hilltops physiotherapist, Belinda Wetherell	
2.6	Dr A explained the clustering of Hilltops with Westcroft, Bedford Street, Furzton and Whaddon surgeries which results in additional medical services by making the specialities of each surgery available to the cluster. This can include the sharing of staff such as admin and nurses.	

2.7	<p><b>STP – Sustainability and Transformation Partnership.</b> CR explained the above in relation to Homecare. In conjunction with Bedford and Luton Hospitals, the aim is to create a balanced level of care across practices within these areas which will, among other benefits, bring more patients out of hospital for homecare. While practices are learning from each other, an outside body, Optum, will assist in the liaison procedures between hospitals and practices.</p> <p>Homecare will be a flexible framework that can be adjusted over time and will be supported by the CCG and NHS Confederation, formerly the National Association of Health Authorities and Trusts.</p>	
2.8	<p><b>Additional Staff News</b> Following role changes involving receptionists, they are to become known as Care Navigators. Non clinical staff are to take part in training courses in order to become proficient in navigating patients to the appropriate practitioner.</p> <p>Those present commented on patient confidentiality, particularly in relation to queues. The CCG recognises patients’ reluctance to divulge personal information to former receptionists and this aspect is to be looked into.</p>	
2.9	<p>Munira Khimani, practice diabetic nurse, left the practice in February and has not yet been replaced. Her role is currently covered by a locum, who is available at Hilltops on Tuesdays.</p>	
2.10	<p><b>Awareness Week</b> There will be a series of awareness weeks with events held at Hilltops involving activity groups including GPs, admin staff and PPG members.</p> <p>There will be a Male Cancer Awareness event on Friday 13 April where all female staff will be dressing up as men or wearing blue.</p> <p>Week commencing 21 May 2018 is Mental Health Awareness week and, on the Friday of that week, the surgery will be running a raffle and cake stall and has invited PPG members to help with this as well.</p> <p>Further events will follow, including World Blood Donor Day.</p>	
2.11	<p>CR informed the PPG that Hilltops has an awareness committee and asked that a PPG member also join this committee.</p>	CR/PPG

<p>2.12</p> <p>2.13</p> <p>2.14</p> <p>2.15</p>	<p><b>GDPR (General Data Protection Regulation)</b>  After four years of preparation and debate, the GDPR was finally approved by the EU Parliament on 14 April 2016. Enforcement date is 25 May 2018, at which time those organizations in non-compliance may face heavy fines.</p> <p>The EU General Data Protection Regulation (GDPR) <b>replaces</b> the Data Protection Directive 95/46/EC and was designed to harmonize data privacy laws across Europe, to protect and empower all EU citizens' data privacy and to reshape the way organizations across the region approach data privacy.</p> <p>Following the enforcement date, all patients will be asked for consent to enable contact from Hilltops via email, mobile, etc.</p> <p>The role of Hilltops data controller will be taken by a GP and the data processor will be CR.</p> <p>CR provided a slideshow outlining ongoing Health and Social care.</p> <p>Following the launch of the new information system, Mjog, an awareness campaign is planned to promote its use.</p>	
<p>3.</p> <p>3.1</p> <p>3.2</p> <p>3.3</p> <p>3.4</p> <p>3.5</p>	<p><b>Update on PPG</b></p> <p>Book and DVD sales continue well and BT queried the division of the proceeds. Members confirmed that 40% is retained as PPG income and 60% is donated to charity, which this year is Carers MK.</p> <p>BT requested that the PPG Mission Statement be shown on the Hilltops website.</p> <p>PPG members confirmed that survey results have still not been received. CR is to chase these. SR reiterated that, because their annual report and statement are based upon the results, these documents cannot be prepared until the results are provided.</p> <p>SD and SR reported on their meeting on 06 April 2018 with Zoe Halliday, Hilltops IT, when they discussed ongoing website issues. A list of items missing from the PPG section of the website was provided in order for these to be added. Further, a stronger PPG profile is to appear on Hilltops homepage, together with a link to tabbed sections. SR has provided wording which is to be shown on the homepage.</p> <p>Zoe agreed that SR can contact her directly with any future website issues.</p> <p>Following attendance of Pat Gidley of the PPG and SR, SR gave an overview of the PPG Network meeting held on 07 March 2018. The meeting focussed on raising awareness of the AAA screening programme, and literature was provided.</p>	<p>IT</p> <p>CR</p> <p>ZH</p> <p>SR</p> <p>Hilltops</p>

3.6	After discussing changes to Healthwatch/CCG/PPG lines of communication, discussion on the general role of PPGs took place when some delegates expressed their frustrations at the lack of consideration of PPG views in decision making processes, citing 'done deals'.	
4.	<b><u>Treasurer's Report / PPG Funds</u></b>	
4.1	PC provided those present with copies of the latest statement, outlining recent expenditure and confirming the current balance.	
4.2	SD has provided a statement of gmail costs, which were included.	
4.3	As noted in item 3.1, book and DVD sales continue well and BT queried the division of the proceeds. Members confirmed that 40% is retained as PPG income and 60% is donated to charity, which this year is Carers MK.	
5	<b><u>AOB</u></b>	
5.1	CR was asked when the CQC last visited Hilltops. Visits take place only every 3 – 5 years and the last visit took place in May 2016.  CCG visits take place annually, with the next scheduled for August 2018.	
5.2	SD asked for further information following the CCG's request for names of PPG Chairs from GP practices. CR is to chase CCG re Chair contact.	CR
5.3	PC queried the whereabouts of this year's PPG Affiliation Certificate. The renewal form has been left with Hilltops but there has been no sight of the Certificate. CR will check with Hilltops maintenance man.	CR
5.4	Dr A expressed his view that there is a need to check who receives PPG communications at Hilltops in order to prevent document losses such as shown above.	Hilltops
5.5	PC confirmed that proceeds from book sales in 2017 have been sent to Willen Hospice but she has not seen the letter of thanks subsequently provided by them, which was sent to Hilltops by Willen in July.  CR confirmed that Hilltops is in possession of the letter, which was in fact addressed to PC as PPG Treasurer, and apologised for the oversight.  The letter will be passed to SD, who has agreed to enlarge it for display on the PPG noticeboard in the waiting area.	SD
5.6	SD has attempted to contact Jyoti Palmer to discuss the proposed Nordic Walking group but there is nothing further to report. SD confirmed that, from May 2018, she may be able to help in setting up the group.	SD

5.7	<p>ChR discussed her Counselling service and reported the slow uptake. CR advised that it is being promoted but ChR felt that any promotion is not given sufficient prominence. ChR has requested a poster on noticeboards and has also provided an article to be shown in MK Citizen but has had no response to date from Hilltops Partners with their permission for its publication.</p> <p>CR will chase and report back to ChR.</p>	CR
5.8	<p>SD reiterated that the PPG Gmail address is to be cancelled, the proposed plan of regular contact with consenting Hilltops patients being unworkable. SD is to contact non-attending PPG members on this as well as confirmation as to whether they wish to continue as members.</p>	SD
5.9	<p>SR queried the Live Life programme. CR explained that this is the title that covers services such as the presence of AgeUK, as part of the social prescribing initiative, the Gold Standard services, etc.</p>	PPG
5.10	<p>DT raised the subject of National Diabetes Prevention Programme and Dr A explained the programme further.</p> <p>Five providers and eight pilot areas have been selected to pilot a digital interventions scheme. Up to 5,000 patients will be recruited over a six month period, with access to the digital interventions for up to 12 months. The aim of this pilot is to establish whether digital interventions are effective in supporting behavioural change in those with non-diabetic hyperglycaemia (NDH) and overweight and or obese individuals who have not been diagnosed with NDH. The eight pilot areas include Buckinghamshire.</p>	
5.11	<p>SR asked if the MEN ACWY vaccination programme is being promoted at Hilltops. This vaccine gives protection against four types of meningococcal disease caused by groups A, C, W and Y (MenA, MenC, MenW and MenY).</p> <p>MEN ACWY is given to those who are going to college/ university, and students make their own appointments.</p>	
5.12	<p>SR asked what plans are in place at Hilltops to promote the AAA screening programme. CR advised that she is waiting for communication from MKCCG on this subject.</p>	

5.13	<p>PC asked CR if Hilltops will be providing a Hilltops representative at this year's NAPP Conference on 09 June in Nottingham. Both CR and Dr A said this was unlikely, and PC expressed her disappointment at this, with other PPG members echoing her response.</p> <p>PC then asked if Hilltops would be funding the attendance of two PPG delegates at the conference, as last year. CR said she was unsure but would raise this at the forthcoming partners' meeting.</p>	CR
5.14	SD advised that PPG members need to select two delegates to attend. SR expressed an interest subject to an additional PPG member coming forward to attend as well.	PPG
	<p>The meeting ended with thanks to all in attendance.</p> <p>The next meeting will be held on Wednesday 11 July 2018 at 6.15pm and will include the AGM.</p>	