



Patients Participation Group

At Empingham Medical Centre

Minutes

Date: 13 Jan 2022

Time: 19:00

Closed 20:20

Attendees	Role	Initials	11 Nov 2021	13 Jan 2022
Geoff Freestone	Co-chair	GF	Present	Present
Andrew Nebel	Co-chair	AN	Present	Present
Christine Bradshaw		CB	Present	Present
Lesley Danbury		LD	Present	Present
Ian Halcrow	Practice manager	IH	Present	Present
Michelle Nebel	Secretary	MN	Present	Present
Evelyn Norton		EN	Present	Zoom
Barbara Ramsden		MR	Apologies	Absent
Jill Verdegaal		JV	Apologies	Present
Hilary Wallace		HW	Present	Zoom
Liz Willars		LW	Present	Present
Jane Willis		JW	Apologies	Apologies

Important Note: *These Minutes are a high-level summary of the subjects discussed at meetings and the action points arising ... whilst also including relevant information that will inform the wider patient community to whom they are available to view.*

They are not, nor ever will aim to be, a word-for-word record of every comment or observation made by committee members in what can be extended discussion of a particular subject.

They will be circulated to committee members as soon as is possible following the meeting, recognising the secretary is a volunteer with other pressing responsibilities. They will be delivered to committee members by email as an attachment and, where requested, by post/hand delivery. They will also be posted on the practice website. Members will be requested to comment upon the content for accuracy and omissions within 5 days ...following which any such necessary amendments will be made and they will then be taken as agreed and published on the Practice website.

	Agenda Item	Comments/ Action
1.	Welcome	Committee members were welcomed in person and on-line via Zoom.
2.	Letter to committee secretary – see appendix A	<p>Following receipt of an email sent to the Committee Secretary by a member of the committee which was significantly critical of the two Co-Chairs and the Secretary, the chair of the meeting was temporarily taken by Ian Halcrow, Practice Manager for this agenda item. The email in question had been shared with all committee members to inform their discussions of its content and is attached to these minutes. The meeting was informed by its originator that the email had been shared with other patients and had been sent by accident to the Committee Secretary.</p> <p>It was felt by the Co-Chairs and Secretary that they could not continue in post if these views were widely shared and accordingly a vote of confidence in the three individuals concerned was put to the committee.</p> <p>It was resolved unanimously that the committee had confidence in the Co-Chairs and Secretary and their continued posts were endorsed.</p> <p>A committee member asked if the co-chairs had confidence in themselves. This was answered in the affirmative.</p>
3.	Minutes	<p>An extended discussion of the minutes of the committee meeting held on 11 Nov 2021 ensued. A request for amendments was made and the revised minutes incorporating these changes are attached and will be published on the practice website.</p> <p>A procedural point was raised about the status of notes produced following the inaugural PPG meeting held on 21 Sep 2021. It was stated that these were ‘notes’, not minutes as at that stage the committee had not been constituted.</p> <p>Management of the process of minute taking and approval was discussed and a procedure was agreed as outlined at the head of this document. This text will be a standing heading on all future meeting minutes.</p>
4.	Practice managers update	<p>Ian Halcrow presented a very comprehensive and informative update of recent issues affecting the practice which is summarised below in bulletin point fashion: -</p> <ul style="list-style-type: none"> • The practice has recently operated a walk-in booster clinic using the recently installed Portacabin. • The Portacabin now provides 3 extra spacious consulting rooms which are air-conditioned. Rooms 1 & 3 are main clinical settings whilst room 2 is used by the recently appointed Clinical Pharmacist. This post holder has many of the capabilities of a

doctor and can lead on medication reviews and undertake prescribing to lighten the load upon GPs.

- The portacabin was funded with £72,000 of Community Interest Levy infrastructure monies and a contribution of £35,000 from the partnership itself.
- A new GP, Dr Jane Ince, has joined the practice and will provide 6 sessions over 3 days weekly.
- Dr Lois Jacques, an existing GP member has reversed an earlier decision to leave and will now stay providing 3 days service.
- Recruitment of another GP is ongoing ...following which there will be 3 salaried doctors and 3 partners making a complement of 6 doctors in total.
- 2 Advance Nurse Practitioners [ANP] have been recruited ... Mike Wise [ex Great Ormond Street Hospital] and Belinda Ashley-Dunn [an expert in women's health]. Note: ANP's have many of the capabilities of doctors, re prescribing etc.
- Increased administrative load is being addressed by the recruitment underway for a full-time medical secretary.
- Patient numbers have expanded in the last 6 months from approximately 7000 to 9000 ... many from Lakeside in Stamford, but also from Oakham and other areas.
- Whilst this has added to the practice workload, Ian advised that the additional posts created meant that the practice was managing patient demand.
- Ian reminded the committee that the new NHS Integrated Care System would begin operation from 1st April 2022.
- Ian advised that the practice has just launched a diagnostic service for all of the Rutland Primary Care network of 4 practices. This provided Spirometry, Feno, and a 24 Hours ECG service. He stressed the value of this Rutland based service whilst noting it was a trial and would be reviewed after 12 weeks operation. If it is decided by the CCG/ICS not to continue its provision in the practice it would result in these services only being accessed in Melton or Leicester to the significant disadvantage of Rutland patients who would then have much greater travelling. An action plan arising from this was discussed in greater detail under agenda item 7.
- Dr Hilary Fox is due to retire from her position as Chair of the Rutland Primary Care Network and as an active GP at Somerby in April. Her replacement will be appointed by a doctor in one of the 4 Rutland practices.
- A committee member asked about the extent of planning permission for the Portacabin. At present this extends for 3 years but the practice will seek for this to be extended as in approximately 7 years it has modelled the need for the practice to relocate to a much larger property and is in discussion with LLR ICS about this longer-term infrastructure planning.

		<ul style="list-style-type: none"> • A Primary Care Clinical Pharmacist is now in post and is embedded as a Rutland wide resource within the Empingham surgery. • A direct access Physiotherapy service is now available as an option to patients calling in with muscular/skeletal concerns. Administration will offer this to all patients as it will enable them to have much faster access to care than would otherwise occur if a doctor makes a referral in the normal way.
5.	GF appointed governor of NWAFT	GF advised he had been appointed as a governor of NWAFT (North West Anglia Foundation Trust) and advised that he felt it would be beneficial to the PPG

Action updates

A0009	Parking	LD provided her update on parking which has been agreed for her to address at the previous meeting. She reported this had been discussed at the Empingham Parish Council meeting recently which had agreed to pursue the matter with the County Council (RCC). The growth in patient numbers will further increase the pressure on parking. It was agreed that photos of car parking problems would be sought to illustrate the issue. IH stated that whilst the Practice was not required to provide parking it was very sympathetic to the subject and had requested all staff park well away and walk to work and feels that 4 extra spaces could be created by the Highways department at RCC. He further stated that a Health & Safety assessment would be necessary now patients are required to access the portacabin via the parking area. He added that car parking in normal times seemed ok but acknowledged during peak times such as flu clinics the situation was exacerbated. He advised that a Travel Plan for access to the Medical Centre was now on the website.
A0010	Rutland Primary Care Network (PCN) and survey results	<p>AN reported that, as agreed at the previous Committee meeting, he attended a meeting of the newly formed Rutland Primary Care Network Patient Participation Group. He explained how this new opportunity for the Patient Voice to be heard on behalf of the whole county was a very valuable additional complement to the local representation each individual PPG could exercise for its own practice. He advised that the PCN had submitted its comments on the Rutland Place based plan to the county council.</p> <p>AN advised that he attended a meeting of the PCN minutes of which are attached.</p>
A0011	Rutland Place based Health Plan & Submission to consultation by Rutland Health & Social Care Consortium	A copy of the PCN and Rutland Health Consortium's submissions to the RCC PLACE based Health Plan has been provided to the Committee. The closing date for submissions to the consultation has been extended to 16/1/22

Future Activities for the PPG

1.	Annual General Meeting (AGM)	AN suggested that an Annual General Meeting of the PPG be scheduled for September, the anniversary of the PPG's Re-forming.
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		At this point he suggested we did not plan for another public meeting at this moment, although it remained an objective.
2.	Rutland Diagnostic Service	IH returned to the subject of the Rutland Diagnostic service being provided at the practice. It was agreed that the committee would use every opportunity to lobby for its retention. AN offered to contact Suzanne Moon of the Stamford Mercury and invite her to visit the practice and do a feature article about this service, the Portacabin and the practice's expanding capability. It was suggested that a tour of the Portacabin might be on Wednesday 20/1/22.
3.	Fundraising campaign	IH suggested a project for the PPG would be to assist in a refurbishment plan to update what are increasingly dated facilities in the practice. It's estimated that replacement of old-fashioned couches, desks and redecorating would cost approximately £4000 per consultation room. A fundraising campaign was mooted with the possibility of matched funding from the practice. The CCG/ICS don't offer financial support for this activity. AN offered to assist with preparing a Case for Support and Fundraising Plan. Volunteer led assistance with redecorating would also be solicited.
Any Other Business		
1.	Newsletter	<p>A discussion took place about dissemination of the newsletter and it was agreed all committee members would be encouraged to assist in its digital and physical distribution.</p> <p>A committee member commented that they had not seen the newsletter on their parish council notice board. The committee was reminded that the newsletter had been sent to all parish clerks where EMC patients were known to reside, but its appearance was not within the practice's gift and depended upon the clerk's decision making. Individual committee members had been asked to help disseminate the newsletter. It was agreed this should be a future goal for all to adopt.</p>
2.	Practice Developments	<p>IH informed the meeting of further practice developments including :-</p> <ul style="list-style-type: none"> • A new consulting option called Push Doctor which uses a remote locum is now available for patients. • Direct Face to Face appointments are available under certain circumstance for patients • There is also a PCN mental health-based facilitator (Rose) who is doing telephone appointments. It should be noted that Rose is unable to see anyone under 18. • 2 First contact Physiotherapists are available if patients are prepared for the admin team to refer then directly as opposed to a doctor's appointment. These post holders work 5 days every week and are accessible by rotation at any one the 4 Rutland practices.

		<ul style="list-style-type: none"> • 3 Care Co-ordinators have now been appointed to the Rutland PCN. • The Practice wanted to extend thanks to the PPG and to the team from Empingham Mens Shed for their help with constructing furniture for the portacabin.
3.	Vaccination Service	A committee member asked about the practice's vaccination service and how to obtain advice if adverse reactions occur. It was pointed out that instructions about this are shown on the leaflets provided at the point of vaccination. The PCN has been responsible for arranging the vaccination service and should be contacted in these circumstances. Rutland is unique across England in having all residents of Care Homes in the county now dosed at phase 4 with the booster.
4.	Ashwell Vaccination centre	IH advised that the Ashwell vaccination centre has had technical problems uploading data on patients vaccinated there ... and a work around is now being implemented.
5.	Work ethic	AN made a closing plea for all members of the committee to act collegiately and respectfully towards each other as we are all volunteers, one hopes with only one motive ... which is to help the practice best serve us all as patients. He suggested that criticism of committee members should be expressed directly to the individuals concerned and not by email to non-committee members.
6.	Tony Bianchi	Tony Bianchi has resigned as a member of the EMC PPG committee, but has offered his continued support as and when needed.
7.	Empingham Mens Shed group	IH requested had requested help in constructing furniture for the new portacabins. LD suggested contacting the Empingham Mens Shed group, who did a great job in helping to construct the furniture together with AN and one of his friends. The Practice and the PPG would like to extend our thanks to the Empingham Mens Shed group for their support.
8.	Proposed Meeting dates for 2022	10 Mar 12 May 14 Jul 08 Sep 10 Nov AGM date agreed for 15 Sep 2022
9.	Empingham Practice Taxonomy	Subsequent to the meeting a committee member identified a number of points of information that was felt would be useful for the committee to receive. These included a directory of terminology used within the practice (<i>See this link for a jargon buster website to explain health service acronyms</i> https://www.nhsconfed.org/publications/acronym-buster); details of the people working within the practice (<i>this is available on the</i>

practice website) and a directory of health bodies in Rutland (*this is available on the websites of Rutland County Council website and the Leicester, Leicestershire & Rutland CCG*). The structure of Integrated Healthcare Systems (ICS) is explained in the Kings Fund paper accessible via this link
<https://www.kingsfund.org.uk/publications/integrated-care-systems-explained>

Appendix A

Please see below a forwarded copy of a communication addressed to the Empingham Patient Participation Group questioning the accuracy of the last set of minutes.

This will need to be discussed by the committee at our next meeting. Where in the usual course of events we agree whether the minutes are a fair and accurate reflection of our discussions.

Regards,
EMP PPG Committee Secretary

Begin forwarded message:

From:

Subject:

Date: 5 January 2022 at 17:43:49 GMT

To: Empingham PPG <empinghampatientsgroup@gmail.com>

I now have it just took time to open.

Well iv read so got there. What a load of !!! 85 % of what's written.

To me it's the 2 Chair s and wife sec. Just taking from when they held same position in Stamford. So much of what was raised is missing.

I was asked to be sec. I requested and put in writing that I be involved in PCN RPC no mention of this the two chairs have written themselves in for this. No mention of the errors in Sep minutes where in meeting chair stated they were not minutes just text sent out to anyone ref the Sep public meeting no mention of the appointment process at Emp. No mention of a femal working with IH to put together a directory of changes and terminology Emp now using. Oh dear.

Thanks for sending

PCN. RPC. I will make my interest in this area known to Gp next week.

Appendix B

Open Actions

Action Number	Date Opened	Action	Status	Responsible	Date Closed	Update
A0002	25-Oct-21	Appoint PPG Parish Champions to communicate with patients	Open	All		Each member of the committee is asked to establish a working relationship with their parish clerk to encourage them to publish the newsletter as and when necessary.
A0004	25-Oct-21	A meeting in January will be arranged for all patients to attend and agree the composition of the committee and hear about the PPGs plans for the coming year	Open	All		We have not achieved this and at the next meeting should consider whether a public meeting for patients to meet the committee would be worthwhile.
A0005	25-Oct-21	Agree speakers for meetings Public meetings to be quarterly.	Open	All		See A0001
A0007	25-Oct-21	Agree individual roles for committee members	Open	All		Some roles have been assigned. To be considered further at the next meeting
A0009	11-Nov-21	Parking LD provided her update on parking which has been agreed for her to address at the previous meeting. She reported this had been discussed at the Empingham Parish Council meeting recently which had agreed to pursue the matter with the County Council (RCC). The growth in patient numbers will further increase the pressure on parking. It was agreed that photos of car parking problems would be sought to illustrate the issue.	Open	LD		LD gave an update at the Jan 22 meeting. See minutes. This is a continuing issue so the action will remain open.
A0010	11-Nov-21	Rutland Primary Care Network (PCN) and survey results AN attended a meeting of the newly Rutland Primary Care Network Patient Participation Group. He explained how this new opportunity for the Patient Voice to be heard on behalf of the whole county was a very valuable addition complement to the local representation each individual PPG could exercise for its own practice. He advised that the PCN had submitted its comments on the Rutland Place based plan to the county council.	Open	AN		AN briefed the committee at the Jan mtg of the mtg with the PCN PPG. This is an ongoing action which will stay open.

A0013	13/01/2022	Create a fund-raising plan for surgery improvements	Open	AN/IH/GF/LD		AN agreed to produce a draft Case for Support statement and fund-raising plan.
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Propose to Close actions

Action Number	Date Opened	Action	Status	Responsible	Date Closed	Update
A0001	25-Oct-21	<p>Agree 2022 meeting schedule & meeting venues Meetings to be bi monthly.</p> <p>Public meetings to be quarterly. Meeting dates confirmed as 10 Mar 12 May 14 Jul 08 Sep 10 Nov AGM date agreed for 15 Sep 2022 LD provided list of school term dates to ensure that the meeting dates to not clash.</p>	Propose to Close	MN		As proposed at the last meeting an AGM will be held in September. At this stage no further, public meetings are envisaged but can be arranged as and when appropriate.

Closed Actions

Action Number	Date Opened	Action	Status	Responsible	Date Closed	Update
A0003	25-Oct-21	Compile patient survey	Closed	AN	07-Jan-22	The Rutland PCN completed the survey produced by AN, which included a contribution from Empingham patients. This was submitted as part of the consultation on the Rutland Health placed based health plan.
A0006	25-Oct-21	Arrange meeting for all patients to attend to agree the composition of the committee	Closed	All	07-Jan-22	Deleted as same as A0005
A0008	11-Nov-21	MN to share the list of the parish councils with the committee. GF will call the parish councils to kick off a meeting with them to see how we can work together	Closed	MN	07-Jan-22	This was sent out with the patient minutes on 26 Nov 2021

A0011	11-Nov-21	<p>Rutland Place based Health Plan & Submission to consultation by Rutland Health & Social Care Consortium</p> <p>A copy of the PCN and Rutland Health Consortium's submissions to the RCC PLACE based Health Plan has been provided to the Committee. The closing date for submissions to the consultation has been extended to 16/1/22</p>	Closed	All	07-Jan-22	The Rutland PCN PPG and Rutland Health consortium was submitted views to the consultation process.
A0012	13/01/2022	Invite Suzanne Moon of the mercury to the practice	Closed	AN	07-Jan-22	Suzanne Moon visited on 18th Jan and it is hoped that an article will be published in the edition that comes out on 28 Jan 2022.

DRAFT