

Patient Participation Group

Minutes of Meeting: 20th February 2020

1. **Present**: Karen Mitchell (Chair), Sarah Hargreaves (Operations Manager), John Holland, Jean Barlow, Martin Jephcote, Barbara O’Shea, Rosie Kerr, Lawrence Stribling and Dr Peter Gregory (Partner) – latter part of the meeting.
2. **Apologies**: Nigel Kickham and Jo Whitten
3. **Minutes from previous meeting on 09 January 2020**: Accepted.
4. **Matters Arising from previous meeting:** None other than as listed on agenda

**5. Agenda Items**

**Public Event**

Karen proposed another public event similar to the successful summer open day held last year.

Useful activities could include displays / demonstrations for:

* Online access for appointments, repeat prescriptions and access to medical records
* Extended access \*
* The Social Prescribing Team
* Medicines Safety (as highlighted in paper previously circulated from PPPG meeting)
* Services available at CMHC
* Promoting the PPG.

**ACTIONS - All PPG members** to think about activities/topics that they would like to see included, and what they would be comfortable to be involved in.

**Karen** to propose a date at the next meeting.

**\*Extended Access**

John Holland observed that extended hours are not available at CMHC, or elsewhere in Warwick, necessitating the use of a bus or car to access them. He asked that the PPG write a formal complaint about this and ask for an Extended Access hub to be sited in Warwick.

This led to a lot of discussion regarding where the hubs are sited, and the use of the service. Sarah explained that the funding comes from the CCG which appoints a hub according to patient population. CMHC had applied to be a hub, but the decision was made to site the hub at Waterside in Leamington. To re-locate it, or add a hub at Warwick, would have to come from the same fund and so reduce provision in an area of perceived need. The statistics of patient use indicated that the availability offered from CMHC was being used and few complaints had been received.

**ACTION – Karen** to contact Tim Morris, the regional lead for Extended Access, for information regarding the decision making process re where the hubs were situated, and future developments for any additional hubs.

**Sarah** agreed to press again for provision in Warwick for those unable to attend the surgery during the working day.

**Joint Strategic Needs Assessment (JSNA) Feedback**

A programme undertaking Joint Strategic Needs Assessments (JSNAs) commenced in 2015 to identify the health needs of local areas across the county. Now the process is focusing on priority-setting and influencing the development of services, particularly health and social care, to ensure they are responsive to local needs and some of the outcomes have now been determined

**ACTION** – Karen to email the presentations to the group

**Air Quality**

John, PPG member and Warwick County Councillor, presented a report on air quality and its effects on health. Improvements in air quality fit well within the remit of social prescribing.

* Air quality measured in mid Warwick shows a pollution figure twice the threshold figure. Pollution is worse on days with low cloud, which stultifies wind dispersion.
* Traffic in Warwick has grown way beyond the road provision.
* Computer modelling indicates that road origin pollution will be significantly reduced when the road re-patterning has been completed.
* It was observed that road-origin harm is some 1% vehicle injury, 40% lack of exercise and 90% air pollution. There are 10 x more deaths from air pollution than Road Traffic Collisions.
* The replacement of i.c.e. cars with electric cars will not help this aspect because the damaging air-born particulates arise mostly from tyre and brake wear rather than fumes. Ironically, speed humps promote acceleration and braking. They will be removed in favour of a 20mph speed limit. Pinch points restrict speed better but present some collision hazard.
* Cycle routes are being created through the town, as this encourages cycling because it removes the fear of sharing the road with vehicles.

**The PPG** was asked to suggest ways to promote cycling e.g. some companies pay a bonus to employees cycling to work.

**Medicines Management**

Barbara observed that a world shortage of some pharmaceuticals has come about. The reason was not ascribed to Brexit but to worldwide pharmaceutical manufacturing capacity. This has the potential to worsen due to the impact of Coronavirus. The result is that prescriptions are sometimes supplied with missing medicines and/or doctors are being asked to prescribe alternatives. Dr Gregory said the doctors are not told what else of what alternatives are available, and contraindications of those.

**PPG Informatives**

Karen suggested visits from organisations such as the CCG and Healthwatch be organised when there was a specific need for information. This was agreed.

**CMHC Website**

Sarah informed the group that there is a provider for the new practice web page, and it will go live after May.

**E Consult**

Sarah said E consult will go live in March. This will enable patients to list their symptoms on-line and receive a prescription when the doctor has examined it. This should increase effective capacity, but a difficulty for doctors’ hours is that there is, as yet no restriction on volume of such consultations.

**CMHC Appointments system**

Sarah said the revised appointments system had required a little tweaking but seems to be working satisfactorily.

**Next Meeting: 5:30 to 7 pm to Thursday 2nd April 2020 at Chase Meadow Health Centre.**