

ST LUKE'S PRACTICE PATIENT PARTICIPATION GROUP

Minutes of Meeting held on Tuesday
10th December 2019 at the surgery

Present: Janice Fox John Hannan Janet Norris (Chair) Audrian Smith

For the Practice: Jennet Simpson, Practice Manager

1. Apologies

Received from Heather Greentree and Amanda Roberts (Elmswood practice)

2. Minutes of last Meeting

The minutes of the meeting held on 10th September 2019 were approved as a correct copy and signed by the Chair.

3. Matters Arising

3i) Treatment Centre at UHN

The Chair said she had been approached by 3 people who had experienced problems with appointments, ie letters with appointment dates had never been received, then the patients received a letter saying they had not attended their appointments so had to ring the Treatment Centre to explain they'd never received the letter giving the date so another date had to be made, which added to delay in being seen. Audrian said she had also experienced a problem, albeit slightly different. JN will follow up. **Action: JN**

4. Practice Matters Jennet gave the following update:-

4i) Staffing

Jennet gave members the sad news that she would be leaving the practice on 30th December. All present agreed that she would be sadly missed as she had done sterling work supporting the practice generally, all the staff and PPG members. They congratulated her on her new job with another practice and wished her well in future.

A replacement practice manager had been appointed - Karen Knight - who would be starting in January 2020.

Jennet briefly outlined Maryiam's pilot role as a GP Assistant. Dr Nawaz is her mentor for the accredited course via the University.

4ii) Electronic repeat prescription dispensing

This was not yet launched as had been put on hold due to winter priorities, especially difficulty obtaining sufficient children's 'flu jabs.

4iii) Working of local Primary Care Network (PCN) & Integrated Care Systems (ICS)

Jennet outlined some of the difficulties due to the weighted list size and sharing of staff between 6 practices, plus the PCN has still to recruit a Clinical Pharmacist. She said the staff were employed by the Nottingham City GP Alliance, ie a social prescriber and a clinical pharmacist.

The weighted list size is calculated based on a Carr Hill formula which does not take into consideration deprivation affecting younger patients with mental health. Therefore the practices within the PCN have a lower income per population count. St Luke's also has the highest mental health patient percentage in the City.

5. PPG Business

The chair said she would complete the 2019 Annual Report after this meeting and welcomed nominations for Chair; she was asked to continue in the role for another year.

Jennet would confirm meeting dates for 2020.

Action: JS

6. Meetings attended by Members

Janice gave a very interesting talk on Nottingham University Hospitals Trust (NUH) Clinical Ethics Committee.

She told us that the purpose of the committee was to act as a sounding board for consultants and other medical staff who wished to have help deciding whether the treatment they were giving and the decisions they were making were the right ones. These discussions can help to decide a course of action or, with hindsight, to see if there could have been a better way forward and what could be learnt from the experience.

The Nottingham Committee was the very first in the country. This was because Alan Watson chaired the national centre for medical ethics. He set up the committee for University and City Hospitals (now combined as NUH) and chaired it for many years. Its members are consultants and other medical staff with several lay members with varying skills and/or experience. Janice has been there as a representative of patients and the public for some 18 years. She first joined the committee when Nottingham Community Health Council was asked to provide two members to provide a broad range of views.

The subjects that come to the committee were varied but certain themes recurred. For example the use of PEG feeding, given when the patient cannot feed by mouth, was often given in emergencies but can lead to later problems when the tube could be removed but this is a complex process that could lead to further problems.

End of life issues are often discussed and can be particularly difficult where the wishes of the patient were not known and relatives do not agree among themselves. The most difficult issues arise when children are involved. It is natural for parents to want to keep a child alive but there may be no realistic hope of recovery and the child is suffering.

More about the subjects that come to Ethics Committees can be gleaned from the Radio 4 programme, *Inside the Ethics Committee*, which has used cases from Nottingham several

times. Lay members normally had a different point of view from medical staff and can suggest ways forward that were more family and community conscious. They may also have a helpful understanding of the views of patients themselves. It is rare for the committee to meet patients, although occasionally this has been arranged on an informal basis.

The experience of being on the ethics committee has been very rewarding and the willingness of doctors and others to think deeply about whether they had done the best for their patients was inspirational.

Janice distributed a useful leaflet issued by Age UK offering a computer training course for those aged 55.

7. Any Other Business

Audrian gave Jenet a letter addressed to another patient which had been attached to her latest prescription. Jenet said she would log a significant event and all practice staff would be at the following meeting to discuss the issue. **Action: JS**

8. Date of Next Meeting

Due to the meeting room being used, the date of the next PPG meeting would be 17th January 2020 at pm at the surgery, not as shown on the agenda.

Signed:..... Chair

Date: