Notes for Waterbeach Core PPG Meeting Monday 20th May 2024

1. Apologies: Tricia Whitton, Sheila Burke, Geoff Donovan
2. Present: Bruce Abel, Viv Cooper (Chair), Ray Gambell, Lynn Halford, Penny Lynch, Cheryl Titmus, Chris and Tony Ward, Jane Williamson
3. Notes and Matters Arising: Viv has emailed the Parish Council clerk and Chair re defibrillators. She has explained that the surgery defibrillator is being checked by Bruce monthly. He is checking that is there and the batteries are fully charged and pads present. Bruce mentioned that it was used recently by someone in Way Lane and had been returned. Viv had thanked the Parish Council and had asked if someone was checking the other defibrillators in the village. Ivan Gilzean had originally volunteered to do this, but his offer had been turned down by the Clerk. The PPG wanted to check that they were being monitored. Chris suggested that the community should be informed where all the defibrillators are by putting posters in the library, pharmacy, surgery, school and Noticeboards around the village. A map showing the sites of defibrillators should be produced. Jane said she would mention this at the Annual Parish Council meeting tonight if possible.

Viv had received an email from John Grant in the Virtual Group with request to join Core Group. The meeting discussed this and agreed John should invited to join the Core Group. Viv will do this and send out a further email to the Virtual group as there are still 3 places available.

1. Bruce Abel Report:

 Staffing; Shannan, in the support team is reducing her hours, which are being picked up by Pamela. Bruce is still negotiating with Judith about becoming a full-time member of the Nursing team. Dr. Rasa Hampson, our salaried doctor is increasing her number of sessions to 8 each week. Sue Williams is doing two sessions a month to deal with COPD reviews. In addition the ICB has offered the surgery free nursing hours paid for by the Chiesi pharmaceutical company to catch up with some overdue COPD reviews.

The physiotherapist, who works on a Monday is proving popular and very helpful to patients.

 Phone System: Bruce was able to report great news with X-on doing a site visit on May 30th to assess what needs to be done to upgrade our phone system. Once there is a date Wavenet can then be informed of the change. The ICB has funded all the considerable costs involved in this change. Patients and staff will notice the better digital system which will improve communication.

Health Pod: The ICB is funding a new Health Pod, which will be sited in the old phlebotomy room, which has been decorated ready for the Pod on May 29th. Patients will be able to monitor their BP and Weight initially, but can potentially use it for Contraceptive pill checks, UTI checks, Smoking cessation and Anxiety checks. The results would be recorded directly on to patient notes. This will not replace nurse and doctor interactions, but can improve monitoring of patients.

1. Viv’s Update:

Viv suggested that the Public Community Meeting about our future healthcare in Waterbeach Village and New Town had raised awareness of patient concerns and has resulted in speeding up change, like the upgrade of the phone system.

Viv had received a request from Chris Thornhill (Willingham PPG Chair) to help with discussions about health provision for new residents in Northstowe. She is waiting to hear what this involves.

 Healthwatch info: Viv will forward information about Carers’ cafes to our PPG. Bruce will check with the PCN about Carers’ cafes for our locality.

Healthwatch is organising a PPG Best Practice Seminar Mon 24th June at Huntington Library 10-12.30. We should try to attend.

Bruce has provided the information requested by the CPCPG (Cambridge Primary Care Patient Group for PPG Chairs) about how well GP referrals are dealt with by different hospital departments. Most departments seem to be responding well. Dermatology proves most difficult.

1. AOB: Ray mentioned that when going to Ely hospital for a scan he was asked, once he had arrived, to phone for directions as to where to go for his scan. He did not have a mobile phone he could use. It should not be assumed that everyone has a mobile phone.

There was a discussion about ear wax removal. Bruce said the surgery can check if suction is needed. If it is then Out of Hours can be arranged at places like Nuffield hospital. Lynn said that the pharmacy will check ears for £20 and a further £60 if suction is needed. Specsavers charge £60. It would seem best to ask at the surgery first.

Any patient who is hard of hearing should have face to face appointments with clinicians at the surgery. Bruce said more appointments are face to face.

1. DONM: Mon 24th June