

KNEBWORTH AND MARYMEAD PATIENT PARTICIPATION GROUP

TUESDAY 17TH DECEMBER 2024 AT 7.00 – 8.00PM

MEETING HELD AT KNEBWORTH SURGERY

MINUTES

Leader Rosie Chisnell

Minutes Rosie Chisnell and Joy Hall

Present - Joy Hall, Rosie Chisnell, Karen Jarrett, Louise Young, Angela Dormer, Barry Hall, Dawn Wheatley, David Bartlett, Robert Sprigge, Brenda Davies, Jan Burt, Mike Pye, Ron Walker (Bedwell and Roebuck PPG)

Apologies – Graham Fothergill, Mandy Preedy, David Wilkinson, June Wildman, Lynne Drake, Sheila Stowe, Mr and Mrs Bell, Mr and Mrs Hill, Sally Elliott, Jane Walker, Nigel Michaelson, Penny Berry

1.Welcome

Patients were welcomed to the meeting and invited to help themselves to drinks and Christmas treats.

2. Declarations of Interest

None

3. Minutes and Matters arising from the last Meeting on 19th November

The minutes were accepted as a true record of the meeting. There were no matters arising.

4. Practice Update: Dr Alex Rubin

At the start of the meeting, Dr Rubin gave an update on present staffing levels, said there was now a new secretary in post, but they were still looking for a part time nurse. The applicant for the Practice Manager role was offered the post but did not accept the appointment.

Dr Rubin said that the Practice workload had been affected by the flu vaccine campaign, sickness, and the increased winter demand. Both Jan Burt and Brenda Davies complimented the Practice about the efficiency of Total Triage.

Dr Rubin pointed out that appointments were now not only available with GPs, but that they were supported by a wider team of professionals who could also offer appointments to patients.

5. Presentation on “Laughter is the Best Medicine” by Joy Hall.

Joy provided an entertaining and light hearted presentation, which encouraged patient participation and amusement. Rosie thanked Joy for her excellent presentation.

6. Suggestions for Improvements to Processes and Procedures with the Practice.

Joy and Rosie requested patients to continue to forward their thoughts on how improvements to the Practice could be made, as outlined by Graham in the attachment to the agenda. They said they were aware that both Mandy and Graham had received some feedback already but encouraged patients to continue to submit their ideas to them.

7. Defibrillator at Marymead

Joy and Rosie informed patients that the defibrillator at Marymead had been taken for use and that at present it was still missing. The ambulance service had been involved in trying to locate and return the defibrillator, but sadly to date, it had not been found and returned to Marymead.

Patients raised queries about registration of the equipment, the process in place for and after its use and insurance of the equipment. There was further discussion about the location of the defibrillators in the village and their maintenance. Joy informed the patients that the responsibility of maintaining the two defibrillators purchased by the PPG has fallen on the PPG, proving to be an expensive commitment.

There was further discussion about the public knowing how and being able to use the defibrillator and how they would be supported in the case of needing to resuscitate a patient. Karen Jarrett said she had previously offered to give a demonstration at the PPG meeting. It was acknowledged that this was presently on hold until April 2025 to deliver a joint presentation with a paramedic.

Ron Walker suggested that there may be an opportunity that this could be incorporated into one of the themes held at the Joint PPG/SSPCN Presentation evenings.

8. Repeat Joint PPG/SSPCN Presentation on “Prostate Cancer”

Rosie informed patients that the PPGs were looking to repeat the presentation evening on Prostate Cancer, as there had been such an excellent response to the invitation that some patients were unable to attend. The PPGs had rebooked the venue and as it was so successful, they were hoping that it may be repeated in January, if the speakers were available. Patients would be informed and invited as soon as details had been confirmed.

Robert Sprigge raised the issue of Screening available for patients but it was acknowledged that at present there was no formal screening for Prostate Cancer. It was discussed that PSA (Prostate Specific Antigen) testing was a basic investigation which may be helpful and beneficial to patients but that it may provide erroneous results.

If patients were concerned, they were encouraged to seek medical advice.

Veteran-Friendly Accreditation

Joy informed the patients that Knebworth and Marymead was an accredited Veteran-Friendly Practice.

10. Surgery and Pharmacy Opening Hours over Christmas and New Year

Joy informed the patients that the Surgery and Pharmacy would be closed on Christmas Day, Boxing Day, and New Year's Day.

Angela Dormer said that Pharmacy Express had agreed to open between 12-2pm on Christmas Day as an extended service.

Details about opening hours would be posted on the doors for patient information and in the Parish magazine.

Any patients needing support outside these hours were requested to call 111 or visit Urgent Care, or the Lister A&E, in the case of an emergency.

11. Any Other Business

There were no other issues raised.

The Date and Time of Next Meeting

Patients were informed that the next PPG meeting would be held on 21st January at 7pm **on Zoom**, when Jane Brown would be giving a presentation on Services at Carers in Herts.

The link would be forwarded to patients in due course with the agenda.

The meeting closed at 8pm.