

Huntingdon Road Surgery Patient Group Committee Meeting Action Notes

6th November 2019

Present: Jennifer Deegan (chair) (JD), Duvessa Bandeen (Student Welfare Rep at Fitzwilliam College - DB), Natalie Ho (Student Welfare Rep at Murray Edwards College - NH), Robert Sanders (RS), Sarah-Jane Jarrold (SJJ), Dr Antony Flinn (AF), Richard Catchpole (RC).

Apologies: Mike Hewins, Sue Mudie. Minutes: Jennifer Deegan

1. Discussion of student issues

Duvessa Bandeen and Natalie Ho are our first student voices on the committee so we spent most of this meeting discussing how students interact with the surgery and with support services in the University and Colleges. The surgery had ~1000 new students sign up this month in a total population of about 19000 patients, so they were extremely glad to have students on the committee.

This was a very wide-ranging discussion and the action items were as follows:

ACTION JD: Contact University counselling service to ask for mental health leaflet that can be circulated at exam time via student mailing list.

ACTION JD and SJJ: Work on newsletter for students that highlights key messages from Huntingdon Road surgery. Messages as follows:

- Please register with a GP here in Cambridge, before you need one. When at home in holidays the home GP will see the student as a temporary resident.
- Out-of-hours appointments are available and the clinicians are really keen that they should be used. Patients should not feel that they are imposing by using these appointments as the clinicians also like the flexibility to work different hours. These appointments are for routine GP consultations, nurse's appointments and phlebotomy and other things.
- Register for and use online appointment booking. Also good for getting test results, repeat prescriptions, and hospital letters. Registration is automatic when students register with the surgery but they do need to log in after about 24 hours to get things up and running.
- If students had repeat prescriptions at home then they need to see a GP here to have those carried over to the Huntingdon Road system.
- List which websites the surgery would recommend. Especially useful where students are uncertain about whether to consult a GP or consult again. Especially interested in red flag symptoms so they know when to ask again, even if only a few days after first enquiry.
- How can students give feedback or make complaints?
- Other general tips from student information leaflet.
- Please fill in NHS Choices ratings online.

Possible other topics: What do students do if they would like to be assessed for special needs like dyslexia or ADD or ASD? "Learning centre" is good (What is that?). Does this differ between colleges, discussion suggested that it does.

- How do they get on with trying to explain complex problems in a short appointment? Tips?
- How to get letters at exam time if they need adjustments to be made. (e.g. RSI)
- Special free taxi into town in certain colleges if student is injured and has referral from college nurse.

ACTION SJJ: Check that Freshers leaflet and registration form goes out with welcome pack when students arrive.

ACTION DB and NH: Contact other welfare reps for catchment colleges and invite them to the next meeting. Other colleges in catchment are Churchill, Girton, St Edmund's, Lucy Cavendish, Magdalen. Natalie and Dubressa are at Murray Edwards and Fitzwilliam respectively.

ACTION DB and NH: Circulate newsletters and information from Huntingdon Road to their own mailing lists since GDPR makes it hard for us to reach people by email.

ACTION DB: Hand over committee invitation to her replacement if she changes role in the college at Christmas.

ACTION JD: Pass on contact details of "First Aid for Mental Health" speaker to DB and NH.

ACTION JD: Send catchment map to SJJ.

ACTION JD: Change one item in minutes from last month and send to SJJ. (Remove "not" from item on advising patients where private referral is an option.)

ACTION JD: Jennifer to send link to better version of video to SJJ for website.

ACTION FUTURE: Think about which websites the GPs and nurses would recommend to patients for health information. Perhaps <https://patient.info/>, <https://cks.nice.org.uk/> and <https://www.docinfo.org/>, and would it be okay to recommend the NICE Guidelines when people want to recheck red flag symptoms to know whether to come to a GP for a second time with the same condition?

2. ACTION items from last month:

DONE: SJJ has put newsletter (including PG asthma article), and new video about how to use online appointment booking on website. RS has brought appointment booking video on USB stick for SJJ to put on waiting room tv.

DONE: Patients are now receiving text reminders on the day before appointments as well as at the time of booking.

DONE: All colleges have been contacted to invite student welfare reps to come to committee meeting. We were delighted to welcome two along this evening.

DONE: JD message about how to change GP has been passed back to patient.

28th November is half-day closing to talk about CQC assessment.

There will be no meeting in December. Meeting date for January to be decided.