**Huntingdon Road Surgery (HR) Patient Group Committee Meeting**

**5th February 2020**

Present: Jennifer Deegan (chair/minutes) (JD), Robert Sanders (RS), Sarah-Jane Jarrold (SJJ), Dr Antony Flinn (AF), Richard Catchpole (RC), Sue Mudie, Elsie Linley (Student Welfare Representative, St Edmunds College), Cynthia Fernando (JCR Welfare, Murray Edwards College), Hannah Gaffey (Graduate Student Welfare Representative, Murray Edwards College),  Ginny Bernardi (JCR Female and Non-Binary Welfare, Girton College).

Apologies: Mike Hewins (MH).

1. CQC inspection discussion - Increasing smear test uptake

Surgery to increase uptake of smear tests. Target: 80%, currently: 54.4%.

* Age 25 years+, so only mature students are eligible.
* iCaSH tests (Cambridgeshire Sexual Health Clinic) don’t count toward HR stats.
* Not possible to have clinics in colleges for practical reasons, must be in surgery.
* Extended opening hours appointments suitable.
* Patients can bring a friend to help with anxiety.
* Anyone with bad experience with smear test can fill in feedback form or visit SJJ.

**ACTION JD**: Make A3 poster for colleges with female mature students.

**ACTION JD**: Survey monkey questionnaire to send via reps to college email lists.

**ACTION JD**: Invite Kate Peters (Murray Edwards) and other Senior Tutors to PG meeting.

1. CQC inspection - Long term health problems

Surgery to increase uptake of testing for patients with long term health problems like asthma, COPD, atrial fibrillation, high blood pressure and diabetes. Currently some not coming in even after three letters. Phone calls work, but most people out during the day.

* Stopping repeat prescriptions pending review appointment is one option but might cause serious worsening of stress-related symptoms. (High blood pressure escalating to stroke.) Not a good option, or at least should be used very carefully.
* Perhaps phone calls to 5 patients per day, just after 5.30pm, might be feasible?
* Might patients be avoiding tests because they are anxious about the result?
* On registration, patients could be asked to enter the surgery number into their phone so that calls from the surgery do not show as an anonymous caller.

No clear conclusion or action items from this.

1. Pre-stroke symptoms

**ACTION** **JD & MH:** Write leaflet on pre-stroke symptoms.

1. General feedback from students

Registration days and forms brought to colleges very much appreciated.

**ACTION JD:** Add to quick start guide:

* Information on how NHS works.
* What ID needed for registration?
* Procedure for holiday visits to GP.
  + One patient unable to make holiday time GP appointments in London without dissolving registration at HR. Very tricky and quite worrying.

Suggestions: Walk-in clinic, A&E, or phone call appointment to HR with prescriptions sent electronically to holiday location (but not abroad or Scotland, which are outside range.)

* + One patient juggling registrations in Cambridge, France and Italy and in three languages to deal with an injury sustained on holiday.
* Q/ About contraception. How to arrange coil fitting?

A/ Appt with GP to request, then further appt with GP and nurse for fitting.

This can also be done at the iCaSH clinic and some students can claim back the cost of a medical taxi for the visit there.

**ACTION JD:** Send pre-existing student guides to this evening’s student participants.

**ACTION JD:** Send student welfare representatives’ email addresses to SJJ.

**ACTION JD:** Write to iCaSH. Ask if there is an information leaflet on sexual health that we could distribute or adapt for an in-house newsletter.

**ACTION** **SJJ**: To distribute leaflet on where to get letters for special accommodation during exams and lectures.

Q/ How to communicate with students?

A/ Letters do not work as pigeonholes are too full. Sending email/posters/leaflets to student reps is better. They can circulate via college mailing lists/Facebook. Also JCR newsletter.

Open Meetings - RC keen to organise.

Q/ Which topics valued by surgery?

* Online access to appts.
* Extended hours appointments.
* Where to ask, besides going to GP? (Physio direct, iCaSH, Care navigators, Mental Health direct, NHS website, “Doctor Link” triage system available soon.)
* Mental Health First Aid has audience of 50+ so good topic.
* Well woman (breast cancer, smear tests.)
* PSA testing (prostate cancer).

Next meeting: 4th March 6.30pm.