

BRIDGE SURGERY'S PATIENT GROUP

Minutes of Group Meeting held on

Wednesday 14th August 2019 at 6.00pm

Present:

Dr Rafiq (GP)	Marion Grenville (Patient)	Melissa Palfreyman (Patient)
Nicola Bailey (Assistant Practice Manager)	Judi Griffiths (Secretary)	Carol Riches (Patient)
Sandra Gallear (Administrator)	Angela Henry (Chair)	Mick Robinson (Patient)
	Kelvyn Langford (Patient)	

1 Apologies and Introductions

Apologies were received from Angie Carpenter (Patient) and Graham Lamb (Patient).

2 Notification of Any Other Business

Melissa wished to raise a point about test results.

3 Minutes of Last Meeting on 5th June 2019

No issues. The Minutes were accepted unanimously.

4 Matters arising from Minutes of Last Meeting

From point 4 – Matters arising from Minutes of Last Meeting

Angela asked if there had been any issues with the fax machine being switched off and the old website method of ordering repeat prescriptions being removed. Nicola explained that she had not heard of any issues, everything appears to be all right. Sandra advised that, as expected, there had been one or two complaints but these had been dealt with.

5 Group Business

There was nothing to report.

6 News from The Practice

Staffing

- Two new receptionist have started, Alex and Sarah.
- Sister Sellers (Bev) will be leaving at the end of the month (August); she currently works 25 hours a week at the surgery and also part time at the hospital, where she has been offered what amounts to a promotion – an opportunity too good to turn down. The Practice are hoping to get a replacement as good as she has been and do have someone in the pipeline.
- A new salaried GP, Dr Richards, starts on August 20th and will be working 4 days a week. He was previously with the Practice as a trainee, leaving to complete his Registrar year at Tutbury, and is now coming back. It will be beneficial to both Dr Richards and the Practice that he has already spent so much time here.
- With regard to trainees - Dr McCaul has now finished and Dr Mannion starts next week. She will be with The Practice for 5 or 6 months.
- As part of the Primary Care Network, The Practice are now required to offer an extra 5 extended hours per week which equates to 30 x 10 minute appointments a week; these will be within normal surgery hours and will be covered by Dr Richards. All PPG members present were happy

with this. The hours have previously been offered with a nurse or HCA, but demand was not sufficient. Dr Rafiq commented that his last Saturday morning clinic was not fully booked either.

System Online - Online Registration

- Online registration has increased from 20.1%, at the time of the last PPG meeting, to 23.6% (NHS target 30%). It is thought that closure of the web-based repeat prescription system has prompted this level of increase.
- Sandra explained that to register for System Online, rather than having to physically complete documentation and visit the surgery to have it verified, patients can use an NHS App. Part of the process requires ID documentation (passport or photo driving licence), then a short video uploading to verify identity.
- Using a “dummy” account, Nicola gave us a demonstration of System Online, explaining some of the available options, medication requests, booking appointments and requests to amend record access e.g. if a patient wants to see their test results online, they need to request access (if they don't already have it), to Detail Coded Record. Sandra will be notified of the request, can check relevant details and request one of the GP's authorise access.

Flu Clinics

- The flu clinics begin again soon, about the end of September. As last year, there will be two vaccines, one for under 65's and one for over 65's, therefore clinics will be separate again. Angela offered help from PPG members and requested Nicola supply specific dates as soon as they were known, so that availability of members could be identified. It was suggested that demonstrations of System Online could be done during the clinics and Mick offered again to do this in an evening.

The Annual Infection Control Audit took place on site with an improvement on last year as below. This was overseen by our clinical housekeeper Natalie who has done a brilliant job. Last year's overall result was 90%, this year 94%. Excellent.

Friends and Family Test Results

- There were only 2 responses for June and 2 for July, but encouraging that they are all positive. Interestingly, each month had one handwritten and one online response.

Significant Events

- There was nothing to report.

Kelvyn mentioned an article in the newspapers that suggested the average wait to see a GP is 2 weeks, he felt that at our surgery it was more like 2.5 to 3 weeks. Dr Rafiq believes that they were referring to generally getting an appointment, which was 2 weeks or less, but agreed that it could be 3 weeks to see a patient's preferred GP.

7 East Staffordshire District Patient Engagement Group

Angela thanked Judi for providing some notes after the last meeting.

As there hasn't been a DG meeting since, and the next one is tomorrow (15th August), there was no further update.

8 Burton and Derby Feedback

Graham was unable to attend the meeting but had emailed Nicola and Angela with the news that he had met Kathy McLean recently. She's the new Trust Chair and was on her first visit to Queens Hospital. She

was keen to meet the Lead and Deputy Lead Governor, Graham being the latter, and to get their perspective. Graham mentioned that he was very impressed with her and he is sure she will do a good job in her new role.

He has heard a concern that if people go to London Road hospital and get a prescription, these are sent online to a Boots Chemist to pick up the medicines, which may not be convenient for people and/or they may have a much closer chemist. He advised that they are following this up.

If there are any concerns raised with or regarding the hospital services, he would like to know.

10 Any Other Business

Melissa raised an issue with obtaining test results and asked whether it was a new procedure.

She advised that a patient had been informed by the hospital to contact their own GP for the results of some tests carried out at the hospital. After 4 weeks and 9 emails/calls the results were finally obtained. Was this normal practice for the surgery?

Dr Rafiq explained that results should be made available to the medical professional requesting the tests. If that were a GP, results should come direct to the Practice, then either the GP informs the patient, the patient telephones for the results or (if relevant) enquires on System Online. If a consultant or other member of the hospital team has requested the tests, they should provide the results direct to the patient (usually by writing to them), a copy letter being sent to the surgery for their records.

Angela suggested that perhaps this was something for Graham to be notified of in line with his wanting to know details of issues with the hospital services.

11 Next Meeting

The next meeting will be held on **Tuesday 15th October 2019** (tbc with Dr Handley) at 6pm with refreshments from 5.45pm. Dr Handley will attend – subject to confirmation. Please note that the meeting day has changed to a Tuesday to enable Dr Handley to attend.

Agenda items to Nicola or Angela by 1st October 2019 please.

12 Meeting Close

The meeting closed at 6.45pm. Angela thanked everyone for attending and for their input.

Abbreviations:

DG	District Group
PPG	Patient Participation Group