

# **BRIDGE SURGERY'S PATIENT GROUP**

## **Minutes of Group Meeting held on**

**Wednesday 10th May 2017 at 6.00pm**

### **Present:**

Charles Pidsley (GP)	Gerald Chatfield (Patient)	Bernard Latham (Chair)
Julie Finch (Practice Manager)	Stan Cooke (Patient)	David Leese (Patient)
Lorraine Bennett (Secretary)	Marion Grenville (Patient)	Ann White (Patient)
Sandra Gallear (Administrator)	Judi Griffiths (VPG member)	Maureen Wildman (New member)
Cyril Burton (Patient)	Angela Henry (Patient)	

### **1 Apologies**

Angela Carpenter (Patient).

### **2 Notification of Any Other Business**

Cyril would like to talk about a Mental Health event at Pirelli Stadium, Burton Albion Football Club. Ann would like to talk about breast screening and David would like to talk about a letter from Pharmacy2U.

### **3 Minutes of Last Meeting on 8<sup>th</sup> February 2017**

Angela confirmed that paragraph 10 should read there is currently no signage from here to Derby Hospital.

Other than the above, the minutes were accepted as being accurate.

### **4 Matters arising from Minutes of Last Meeting**

Julie informed members that the Citizens Advice Bureau (CAB) will be continuing seeing patients at the surgery.

### **5 Group Business**

Bernard welcomed all new members.

Bernard again asked all members if they would be willing to put themselves forward to take on the position of Secretary. No members volunteered for this role.

It was agreed that the minutes from the East Staffordshire District Patient Engagement Group were useful but the time delay in receiving them was an issue. Cyril explained that the delays were caused by having to go through the official channels but will ask if they can be speeded up at the next meeting.

As Cyril and Gerald are our representatives for the District Patient Engagement Group, Sandra wondered if it would be possible for them to report back to us. Cyril explained he would try to disclose more information if appropriate.

Bernard congratulated Cyril on his Lifetime Achievement Award, which recognises an individual who has been committed to volunteering and praised him for his dedication and hard work.

Julie reported that some members of staff had recently enjoyed a 'Dementia Friends' talk and asked if members would like a similar talk at the next PPG meeting. All members unanimously agreed to this. Julie will try and arrange for the next meeting.

### **6 News from the Practice**

Julie distributed to all members the latest Friends and Family test results from January to March and also April. Julie confirmed that it is a contractual requirement that we report them monthly and is also good evidence for the Care Quality Commission (CQC).

Julie distributed an information leaflet written by the Local Medical Committee (LMC) for patients who have been referred to the hospital which provides guidance on what to expect when you have been referred to the hospital by your GP. This leaflet is also on the website.

Julie reported that we have received our Quality and Outcomes Framework (QOF) report which covers the year from April 2016 to the end of March 2017 and we have received 556 points out of a potential 559 or 99.5%. Dr Georgiou leads on QOF. Linked to QOF, Dr Pidsley advised that we have done very well on the latest 'Intelligence Monitoring' report produced by the CQC (now called a GP Insight Report). This report incorporates previous QOF results in it, along with other benchmarks and indicators.

Julie mentioned that in July Bridge Surgery will have been at their current premises 25 years. An event for staff to celebrate will be arranged and she will add to the surgery newsletter to inform patients.

Julie informed members of a recent Significant Event:

- Unfortunately after the bank holiday the nurse arrived to hear the vaccine fridges beeping as a result of a power cut in Stapenhill on the Saturday night. After thorough investigations carried out by the Senior Nurse, the vaccines were deemed to be fine as the acceptable temperature ranges the various vaccines are to be stored at had not been exceeded.

David suggested contacting Western Power to register with the Priority Service Register. Judi suggested that a UPS (uninterruptable power supply) might be suitable for the fridges. Julie will look into both suggestions.

Cyril asked how the duty doctor system was working. Julie confirmed that is going well and will be continued.

## **7 Invitation to Patients**

All members reviewed the 'Would you like to know more...' leaflet compiled by Angela advertising one off attendance at PPG meetings to patients. Bernard praised Angela on her work. Ann would like confirmation that we do not discriminate against patients with mobility problems as the meetings are held upstairs in the meeting room. A meeting previously held in the waiting room was difficult due to acoustic issues and staff/cleaners walking through. It was agreed to see who applied and, if required, the venue would be reviewed. Dr Pidsley explained that if it is an issue we could look at alternative premises as not a requirement for PPG meetings to be held at Bridge Surgery. The leaflet to be amended to reflect this.

## **8 Virtual Patient Group**

Julie confirmed that one member has asked to be removed as she was unhappy with the number of emails she was receiving. Judi advised that she doesn't think there are too many sent out by the surgery.

## **9 Any Other Business**

Ann informed members regarding a recent issue with breast screening. As from April South Staffordshire Breast Screening merged with three other breast screening services, North Midlands, Derby and Dudley. She has had various communication issues and has raised an official complaint as the breast screening website has been incorrect since December 2015. Since her complaint the screening services have been amalgamated and have had a name change. People aged from 70 to 73 can request breast screening and should have an appointment within 12 months, if unable to make an appointment at Burton they will be offered an alternative venue which may be Cannock.

David informed members about the letter he had received from a company called Pharmacy2U and explained how this is a commercial operation. Most members who had received such correspondence have destroyed it. Dr Pidsley confirmed that he has one patient who has subscribed as they provide a service he values which meets his needs. Julie is currently in the process of drafting some text about Pharmacy2U and will add to the website in due course.

Cyril informed members of a forthcoming Mental Health event to be held at Pirelli Stadium, Burton Albion Football Club on 25<sup>th</sup> May 2017 6pm till 9pm.

Julie distributed the re-formatted bereavement information discussed at the last meeting. All members were impressed with the new format. David asked if MIND details could be added as they provide an excellent service. Julie will mention this suggestion to Dr Sellens who drafted the leaflet.

Bernard informed members that there is a prostate cancer screening service being held at Pirelli Stadium, Burton Albion Football Club on 17<sup>th</sup> May 2017. You need to contact them to make an appointment.

Marion wanted to thank Rob for his contribution and hard work. He has been instrumental in formulating the constitution and she would like it to be recorded that his input and dedication were appreciated by the group.

Stan wanted to thank the doctor on duty last Friday as he wife was recently ill with a suspected DVT. The Duty Doctor drew a circular line around the affected area and advised to go straight to A&E if the swelling exceeded the line. His wife did attend A&E but thankfully it was not a blood clot.

Bernard raised the issue of the discontinuation of some of the community services:

Dr Pidsley explained that Pulmonary Rehabilitation is contracted to Virgin Care and currently they are unable to staff the service. They did recruit somebody but unfortunately they resigned. They are currently in the process of recruiting.

Dr Pidsley explained that the Smoking Cessation service is commissioned by the Local Authority and they have had their funding reduced by 30% therefore resulting in some services be discontinued. Patients will need to contact the Smokefree National Helpline 0300 123 1044 or purchase over the counter products themselves.

Marion informed all members of a forthcoming Diabetes event which will be held at Medical Education Centre, Queens Hospital on 24<sup>th</sup> May from 6pm till 8pm.

Bernard also reminded all members if they would like any items adding to Any Other Business please could they e-mail him or Julie so this can be scheduled.

## **10 Next Meeting**

This has been arranged for Wednesday 5<sup>th</sup> July 2017 at 6.00pm with refreshments from 5.45pm. Dr Gulzar will be attending. If the 'Dementia Friends' talk can be arranged the meeting will be extended. Agenda items to Julie or Bernard by 21<sup>st</sup> June 2017 please.

The following PPG meeting has been arranged for Wednesday 20<sup>th</sup> September 2017 at 6pm with refreshments from 5.45pm.

## **11 Effectiveness of Meeting and Meeting Close**

'Very effective and informative'. The meeting closed at 7.30pm. Bernard thanked all for attending.