

BRIDGE SURGERY'S PATIENT GROUP

Minutes of Group Meeting held on

Tuesday 12th February 2019 at 6.00pm

Present:

Julie Finch (Practice Manager)	Angela Henry (Chair)	Mick Robinson (Patient)
Gerry Chatfield (Patient)	Graham Lamb (Patient)	Derek Walker (Patient)
Marion Grenville (Patient)	Melissa Palfreyman (Patient)	
Judi Griffiths (Secretary)	Carol Riches (Patient)	

We were joined at the start of the meeting by Annie Serrano. Trained with "Move It Or Lose It", Annie is a Group Exercise Teacher working with the Heart Foundation, Age UK and Extend, who will be supporting her in future. Classes include Aqua (held at Bannatyne's Gym in Burton) and Dance, her speciality being classes for the older generation, currently held at Tutbury, Uttoxeter, Doveridge and Hilton (focusing on falls prevention). These classes are mainly done seated, but have some sit to stand elements and are carried out to 40's, 50's and 60's music. Annie ably demonstrated a sample selection of a class, which most of us clumsily joined in with. The classes are not all about exercise, they also promote the fun and social side of getting together, a number of participants go on to forge friendships and meet up outside of the classes.

Annie is keen to begin a new class in the Burton area and PPG members suggested several possible venues.

1 Apologies

Apologies were received from Angie Carpenter (Patient), Kelvin Langford (Patient), Sandra Gallear (Administrator) and Dr Wong (GP).

2 Notification of Any Other Business

Angela welcomed Derek to the meeting, a "member in waiting" attending in place of Angie. Derek wished to raise out of date information on the website and appointments with a nurse.

3 Minutes of Last Meeting on 4th December 2018

No issues.

4 Matters arising from Minutes of Last Meeting

None.

5 Group Business

Volunteers from St Giles contacted Julie for some information about the PPG, when the meetings were held and who attended. They have now requested that Ian Leech (Community Engagement) attend our April meeting, a short discussion took place about their intention, followed by all agreeing to invite him, however limiting his time to 30 minutes.

VPG member numbers stable, currently at 45.

6 East Staffordshire District Patient Engagement Group

Judi gave an update from the last meeting (AGM), held on 17th January.

Sue Adey-Rankin (Chair) and John Bridges (Vice Chair and Secretary) both resigned their positions. Prior to the meeting nominations had been received and seconded for Sue and John to continue in their respective posts, both were unanimously elected and agreed to continue.

As 2019 will be a big year for the NHS and Social Care District meetings will be held 6 weekly.

The Constitution allows for more than 2 people to attend, although no more than 3 at any one meeting, as some meetings will be held in the evening at Barton Fire Station, Judi asked if anyone else would like to attend on an ad hoc basis, liaising with her to ensure no more than 3 express an interest. Both Angela and Carol stated they might like to, depending on dates and venues, Judi will provide a copy of the 2019 calendar.

The DG had requested feedback on -

- Extended Hours - Julie informed us the Practice was fulfilling it's requirement to provide the service, along with the other practices in East Staffs, with an evening shift approximately every 2-3 weeks, as per the rota. Patients seemed to like the service. The Practice have been seeing patients from other practices since October and were soon about to offer Bridge patients appointments at other surgeries. The practice, together with Carlton Street, use a computer called SystmOne, as opposed to Emis used by the majority of other practices, this made the appointment booking process awkward and lengthy.
- Has the Practice received it's Q Doctor Leaflets – As most PPG members were unaware of this service a brief description was given and copies of the leaflet distributed. Q Doctor online video consultations are available on a Sunday morning with a Q Doctor GP. At the time of booking a one-time access code is given (for use with a smartphone/PC app). Julie informed us that the leaflets had been received but as we could not yet book our patients in to these appointments for IT reasons we had not put them on display. Julie was aware locally patients from other surgeries had used the service, but the uptake had been low so far.

Ian Wright (Healthwatch) would like feedback on the Ezeq Transport service. Melissa has had some experiences, and said that the service is not consistent and on one occasion they had to wait for 4 hours. Judi will liaise with Ian with a view to Melissa contacting him directly.

7 Queens Hospital Patient Engagement Event – Nov 2018

Marion attended the event and supplied copies of the documentation at the last PPG. A short discussion took place about the details, all agreed that it was good information, but disappointing that it was not passed to surgeries. Graham informed us that there would be a newsletter done in March which will include some of the details. Following this discussion, which included general hospital improvements, Graham went on to say that extra beds will soon be available in a section at the side of the treatment centre, these will be opened in March. The multi-storey car park is to be started soon and will be sited on and over the old tennis courts. As the basement/ground level will be lower than the hospital buildings and patients will have to cross roads, an elevated walkway is being considered. A CQC inspection is currently ongoing.

8 News From The Practice

A new receptionist (Julia) started Monday 11th February, she will be working 4 mornings a week to help with the telephones and will initially wear a “trainee” badge. A further receptionist will be joining the Practice in May.

A new trainee GP started last week, Dr Harriet McKee, she will be with the Practice for 13 months and joins Dr McCaul who is with us until July.

Active signposting started on 18th January. So far, the vast majority of patients are happy. Quite a high proportion have been signposted to a Pharmacist, however, quite a number have been referred back, even though NHS guidelines show the condition could be dealt with by Pharmacists. The surgery has

had really good reports about pharmacy at Morrisons which offers an enhanced service e.g. Ear infections.

Both Julie and Dr Gulzar have been part of an initiative called Productive General Practice which offers modules and teaching blocks. They are working on -

- Efficient Processes – and have been looking at process flows for Repeat Prescriptions and Referrals.

Derek highlighted that the service at Dean & Smedley in Stapenhill was particularly bad at present as they seem to be inundated with the amount of prescription.

- Appropriate Appointments – has been started and this week all GP's will be noting how many of their appointments could have potentially been signposted elsewhere.

Copies of the 2018 Friends and Family test results were handed out and discussed, total numbers were not too bad (201), but most of them had been collected during flu clinics.

9 Burton and Derby Collaboration Update

All updates have already been raised during the Patient Engagement Event discussion (see point 7 above).

For future meetings this section will be referred to as Burton and Derby feedback

10 Any Other Business

Derek raised the following points-

- There are a number of instances of out of date information on the website, including an out of date event and references to Dr Pidsley, which ought to be removed. Julie agreed that the website needs updating and will look into making the necessary amendments.
- Patients cannot book an appointment to see a nurse using SystmOnline. Julie explained that when visiting a nurse there were differing appointment lengths for different issues which the system could not account for if displaying for a specific nurse or Sister. However, they were looking into showing appointments for a specific “clinic” of the same type of appointments rather than a person.

Everyone then discussed how we could encourage reluctant patients to use SystmOnline. Mick suggested, and was willing to offer, training, and said a tablet could be used to show patients how to navigate the system. Julie said that we may be able to use the Surgery's “dummy” patient log in. It was also felt that patients would benefit from a training manual. Judi mentioned that we might be able to use a Support Staffordshire volunteer to help with training.

11 Next Meeting

The next meeting will be held on **Tuesday 2nd April** 2019 at 6pm with refreshments from 5.45pm. Dr Wong will attend.

Agenda items to Julie or Angela by 19th March 2019 please.

12 Effectiveness of Meeting and Meeting Close

Angela asked whether everyone felt that this point was no longer required, to which everyone agreed.

The meeting closed at 7.35pm.

Abbreviations:

AGM	Annual General Meeting	CQC	Care Quality Commission
DG	District Group	PPG	Patient Participation Group