

BRIDGE SURGERY'S PATIENT GROUP

Minutes of Group Meeting held on

Wednesday 14th March 2018 at 6.00pm

Present:

Dr F Sellens (GP)	Angie Carpenter (Patient)	Judi Griffiths (Secretary)
Julie Finch (Practice Manager)	Gerry Chatfield (Patient)	Angela Henry (Chair)
Sandra Gallear (Administrator)	Stanley Cook (Patient)	Mick Robinson (Patient)

Two representatives, Lisa Tranter and Lucianne Steward, from the Abdominal Aortic Aneurysm (AAA) screening program gave the group an insight into this, explaining that it was an NHS national initiative for men aged 65+. Men from each GP Practice who are coming up to age 65 are sent a letter by the NHS inviting them to attend a local screening session. Bridge Surgery patients are invited to the Winhill clinic for this. Of the 2016/2017 program the uptake was 80%; whilst this figure wasn't the worst nationally, the program needs to be promoted locally to improve uptake to help save lives.

The screening involves a quick, once in a lifetime, non-invasive ultrasound scan to check for any thickening or widening of the artery within the abdomen. If this is found, patients may be asked to re-attend in order that their condition be monitored or, in rare cases, a procedure to rectify the condition may be needed.

The service is currently only offered to men as instances of AAA are 6 times higher than in women. Older men who have not received an invitation are welcome to telephone and book an appointment on 0121 424 1200.

Several venues for promoting the service locally were suggested including Burton Town Hall, Pirelli Stadium, The National Memorial Arboretum (Ride To The Wall and Remembrance Day "Poppy" events).

1 Apologies

Apologies were received from Marion Grenville (Patient), Graham Lamb (Patient) and Maureen Wildman (Patient).

Absent (no apologies received) David Leese (Patient).

2 Notification of Any Other Business

Pre-notification received from Judi to discuss a St John Ambulance mobile phone app and MacMillan presentation availability.

Gerry asked about a Healthwatch representative having a stand at the surgery.

Angela welcomed Mick to the group and asked, as he hadn't been a member of the Virtual Patient Group, where he had heard about the Patient Group. Mick explained that his Mum, Heather, had been a member in the past. Many members knew Heather and Angela asked that Mick pass on their regards. Mick gave us a bit about his background, and all present reciprocated.

3 Minutes of Last Meeting on 24th January 2018

The minutes were accepted as being accurate.

4 Matters arising from Minutes of Last Meeting

Julie gave an update on recruitment for a Salaried GP to cover the reduced sessions. The position has been re-advertised, the closing date is now mid April.

Dr Sellens informed us that recruitment for a part time Clinical Pharmacist is progressing.

Julie confirmed that posters for the Medicines Matter! campaign were now displayed in the waiting room. Unfortunately, the suggestion that a receptacle could be placed in the waiting room was not feasible as the Surgery do not have a licence, however, Dean & Smedley next door does (as do all pharmacies).

There were no volunteers to become Waste Champion.

Judi stated that when Dean & Smedley request repeat prescriptions on a patient's behalf, they don't routinely ask whether the patient requires all the drugs listed. Stan mentioned he had picked up a prescription recently to discover later that the pharmacy had only given him 1 of 2 bags. Angela pointed out that the patient should be checking their bag/s to ensure everything was there and if there were unwanted drugs hand them back; if the drugs don't leave the premises they can be put back in stock and reused. Due to these sorts of issues it was felt that pharmacies should be targeted to reduce waste equally as much as patients.

It was agreed that PPG members attending the flu clinics would try to raise the issue of waste medicines with patients.

Angela raised concerns about Pharmacy2u sending out new mailshots which clearly showed the NHS logo and misled people into believing they were part of the NHS, when they are actually a private company. Gerry said he would raise this again at the District meeting.

For the 2018 flu season there would be two inoculations available, one specifically for over 65's and one for everyone else. To avoid confusion and possible queue swapping there would probably have to be separate clinics and/or times.

5 Group Business

The Draft District Group Minutes had been sent out by John Bridges via Julie.

Attention was drawn to part of section 3 of our group's constitution: *"Any member who fails to attend and does not send apologies to three consecutive meetings or who makes no attendance in one calendar year shall be deemed to have resigned and must reapply for Membership if they require to continue."* It having been raised earlier by one of the members under Notification of Any Other Business, Angela asked for a discussion on the issue of the non-attendance without apologies of one of our PPG members for 4 consecutive meetings. It was agreed that Angela would contact the member to ascertain their intentions.

6 News from the Practice

Julie handed out the January and February Friends & Family test results, with 8 responses for January and only 5 in February. Of the results for the whole of 2017 out of 171 responses 91% were extremely likely and 6% likely to recommend. Everyone felt this was a good result and probably above the national average.

Julie informed us that hardware for patient Wi-Fi connection within the Surgery had been installed, but that it didn't appear to be working yet.

The Surgery are looking into installing a new telephone system, Julie and Sandra informed us, that will include lots of extra features including call reporting, call recording, menus and call queuing.

Significant events

A patient handed an unlabelled sample to reception, who produced a label based on the name given and the sample was tested by one of the Healthcare Assistants. It was glucose positive and the patient was contacted but informed the Surgery that it wasn't his sample. After investigation the correct patient was identified and it transpired that there are 3 registered patients with that name. The lesson learnt was that, together with the patient's name, their date of birth and address should always be checked. A reminder to all staff to complete these checks has been issued.

Currently there are 2 methods of requesting repeat prescriptions -

SystemOnline - where the system displays all current repeat medication from within the clinical computer system and the patient chooses what they require. This does also have a "free format" field for requesting other items.

The website - where the system displays all items that the patient has previously ordered and also allows the patient to type a medication and the system auto fills in any starting with those letters.

A patient had used the website method and inadvertently requested several drugs which they no longer took. In this particular instance the mistake was picked up by the GP and no harm was done. To avoid future mistakes the Surgery will be discussing the planned removal of the facility to order via the website. How and when the option is to be withdrawn will be discussed at a future meeting.

7 Virtual Patient Group

Nothing to report.

8 Burton & Derby Collaboration Update

No update. Marion had sent in the February newsletter for distribution to interested members.

9 Any Other Business

Judi informed the group that following on from attending a MacMillan workshop arranged by the District Group, John Bridges had sent out quite a number of interesting presentations that could be forwarded on to anyone interested.

Judi informed the group that she had been made aware of a St John Ambulance mobile phone app that gave instruction on how to perform first aid and asked the group whether we should have a look at it and promote its use. The Group thought this might be another item to promote at flu clinics.

Gerry asked whether a Healthwatch representative could have a stand at the surgery. He will confirm with Ian Wright at the next District meeting whether they still wished to do this.

10 Next Meeting

This has provisionally been arranged for Wednesday 9th May 2018 at 6pm with refreshments from 5.45pm. Agenda items to Julie or Angela by 25th April 2018 please.

11 Effectiveness of Meeting and Meeting Close

"Good". The meeting closed at 7.30pm.

Abbreviation: PPG Patient Participation Group