

BRIDGE SURGERY'S PATIENT GROUP

Minutes of Group AGM Meeting held on Wednesday 15th November 2017 at 6.00pm

Present:

Fiona Sellens (GP)	Angela Carpenter (Patient)	Judi Griffiths (Patient)
Julie Finch (Practice Manager)	Gerald Chatfield (Patient)	Angela Henry (Patient)
Lorraine Bennett (Secretary)	Stan Cooke (Patient)	Graham Lamb (Patient)
Sandra Galliar (Administrator)	Marion Grenville (Patient)	Bernard Latham (Chair)
		Maureen Wildman (Patient)

1 Apologies

No apologies have been received.

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

Bernard thanked Angela for standing in as Acting Chair for the last meeting.

2 Notification of Any Other Business

Julie, Judi, Graham and Bernard each had an item to raise.

3 Minutes of Last Meeting on 20th September 2017

The minutes were accepted as being accurate.

4 Matters arising from Minutes of Last Meeting

No matters arising.

5 Group Business

Julie informed members that this week (13th to 19th November) is Self-Care Week and our Pharmacist Rachel has produced a display in the waiting room. Julie also distributed a leaflet to members regarding self-care which is available on the reception desk. Self-Care Week also coincides with World Antibiotic Awareness Week, information about which also features in the display.

This being the AGM, Bernard confirmed that he would like to resign from Chair with effect from 31st December 2017 as per the constitution. Unfortunately as no other member put themselves forward for this role he agreed to continue with this position for the next two meetings. Judi said she would be willing to put herself forward to take on the position of Secretary, initially on a trial period. There were no changes to the constitution.

Julie has contacted John Bridges regarding the East Staffordshire District Patient Engagement Group. Meetings are held bi-monthly mainly at Hill Street Health & Wellbeing Centre but sometimes at Uttoxeter. The next meeting is tomorrow. Gerald and Judi are our representatives.

Julie asked all members if they would like to have a PPG noticeboard to advertise their group although this would have to be maintained by the PPG members. There was no interest at this stage but Julie will add PPG information onto the next Bridge Surgery Newsletter.

6 News from the Practice

Julie distributed to all members the Friends and Family test results for the last quarter, July to September. Angela and Maureen were present at a Saturday morning Flu Clinic which has boosted the number of responses dramatically. There were a total of 122 received. All were positive apart from one which was received via the website which had previously been discussed.

Julie informed members of a Significant Event:

A receptionist arrived at work at 7.40am and noticed a patient sitting on the bench outside the car park entrance doors. He said he thought he was having a heart attack. She took the patient inside (others were already in the building), rang 999 and stopped with the patient until the ambulance arrived at 7.50am. A thank you card and biscuits were later received from the patient.

Julie has recently received booklets from John Bridges, Co-Chair of the East Staffordshire Diabetes Network Group, to give out to Newly Diagnosed Type 2 Diabetes and has been asked to give feedback on them. Sister Ffrench and Dr Handley had reviewed the new booklet and agreed that we would continue to use the booklet we currently use. The only downside being they are produced by a drug company but this does not promote their products in any way. Angela had also reviewed both documents and thought that there was room for both after a few amendments to the new booklet.

Julie confirmed that Dr Khan has recently passed her exams and is now a fully qualified GP. She is our 3rd GP trainee to qualify as a GP.

Julie advised we are currently exceptionally busy. On Monday the duty doctor (Dr Georgiou) received 52 phone calls and saw 25 patients. On Tuesday (when we closed at 2.00pm for training) there were 32 phone calls for the duty doctor and 10 visits were made. There are always over 30 phone calls per day for the duty doctor. Julie confirmed that currently the list size is stable. At the moment there are no plans to reduce numbers but could not guarantee it wouldn't happen in the future.

Julie confirmed that 3 doctors are reducing from 9 to 8 sessions (surgeries) per week in the New Year therefore we are advertising to recruit a salaried GP to cover the released sessions.

7 Virtual Patient Group

Angela confirmed that she had recently had a discussion with a former PPG member and has asked her to join the VPG. Julie confirmed that the numbers are currently stable at 42.

8 October National Association of Patient Participation (NAPP) Newsletter

The NAPP Newsletter mentioned a patient information leaflet 'What happens when you are referred by your GP to see a specialist?' which Julie had distributed with the agenda, very similar to the leaflet that the Local Medical Committee (LMC) had produced some months ago. This leaflet is on the website, the doctors have been given copies and also the secretaries send a copy with all e-referral paperwork.

Julie advised the newsletter also mentioned free training sessions via WebEx are being provided by the Patient Online Team at NHS England available to PPG members about GP online services. Julie asked members if they would be interested in this. If so, individual members would need to access themselves – details in the newsletter.

Sandra is the lead for online services at the surgery. Julie advised we currently have 12-13% of patients registered for online services. The Government would like us to reach 20% by the end of March 2018. Angela suggested putting the first page from the online services screen on display in the waiting room.

Also mentioned in the newsletter was information about the public consultation on increasing rates of organ donation including proposals for an organ donation opt-out system. Angela also reminded all members that the blood banks are desperate for blood donors.

9 Burton & Derby Collaboration Update

Graham who is a Governor at Queens Hospital kindly explained to all members the current stage the merger is at and also the many stages that are still required. This is an extremely lengthy and time consuming process. The latest Burton & Derby Collaboration Update newsletter was distributed with the agenda.

Graham also confirmed that the A&E department at Queens Hospital is currently having a refurbishment and the minor injury department will be temporarily moved.

Gerald asked Graham if he was aware of any developments regarding the Dementia Unit. Graham explained that STRIDE are overseeing the Outwoods site but he would try to find out some further information.

Julie asked Graham if he was aware of any changes regarding the IT system. Graham confirmed that both Trusts are currently tied into long contracts therefore the two systems will stay as they are but aim to have a combined database running on top of both systems in a few years.

10 Any Other Business

Julie informed all members that currently the Abdominal Aortic Aneurysm (AAA) Screening Service uptake numbers are low. The screening service is offered to men the year they turn 65 and men aged over 65 upon request. Men are at most risk of AAAs. The AAA Screening Service had offered to present at a PPG meeting. All members agreed this will be useful. Julie will arrange this.

Judi confirmed that she had found some information regarding UPS (uninterruptable power supply) in relation to previous discussions regarding the vaccine fridges. The plug-in device costs £72.50 and would require a mobile SIM card to be inserted which will enable a text message to be sent when the power fails. Judi will send Julie the information and Bernard will send Julie a link on the information he has also found regarding UPS.

Graham asked all members if they would like to attend a Governors Meeting at Queens Hospital on Thursday 16.11.17.

Bernard thanked past members Cyril Burton and Ann White for their hard work and dedication. Bernard has recently seen Ann and she sends on her best wishes to all members. Bernard will thank them both from all the members of the group.

Bernard questioned whether PPG members are still needed to be mock patients to help GP trainees. Dr Sellens explained that this is a clinical skills requirement for GP Trainees who are in their final year and currently we do not have any GP trainees in their final year. However names of the volunteers previously collected are on file.

11. Next Meeting

This has been arranged for Wednesday 24th January 2018 at 6pm with refreshments from 5.45pm. Dr Pidsley will be attending this meeting. Agenda items to Julie or Bernard by 10th January 2018 please.

12. Effectiveness of Meeting and Meeting Close

'Very Informative'. The meeting closed at 7.25pm.