

BRIDGE SURGERY'S PATIENT GROUP

Minutes of Group Meeting held on

Tuesday 16th August 2016 at 6.00pm

Present:

Alex Wong (GP)	Angie Carpenter (Patient)	Angela Henry (Chair)
Julie Finch (Practice Manager)	Gerald Chatfield (Patient)	Bernard Latham (Patient)
Lorraine Bennett (Secretary)	Stanley Cooke (Patient & possible member)	Ann White (Patient)
Cyril Burton (Patient)	Marion Grenville (Patient)	Rob Wilkinson (Patient)

Also Present for The Virgin Care 'Improving Lives' Presentation

Sue Ffrench (Practice Nurse), Gillian Harris (PPG Wetmore Road Surgery), Graham Lamb (VPG) and Yvonne Roe (Practice Nurse).

1 Apologies

None. Absent (no apologies received) David Leese (Patient).

2 Improving Lives Presentation (Virgin Care)

Lyse Edwards, Head of Planned Care, from Virgin Care introduced herself to us and explained that she had transferred from Staffordshire and Stoke on Trent Partnership (SSOTP) Trust to Virgin Care along with 200 other members of staff. She gave an hour's presentation on Virgin Care, their contract and their vision for the future. She explained that the CCG awarded the contract to Virgin Care on 1st May 2016 and they became the 'Prime Contractor' for Improving Lives and all Community Services. She gave a background history on what challenges Virgin Care face because people are living longer and new drugs are continually being introduced.

Their aim is to provide a high quality service by keeping people physically active for as long as possible and supporting people at home. They plan to integrate service providers and are working closely with hospitals, GP surgeries and Age UK and are currently liaising with the ambulance service.

Virgin Care has taken over most of the community services including Adult Ability, Community Physiotherapy, District Nurses, Pulmonary Rehabilitation and Rapid Response (previously the Community Intervention Service). They are currently based at Edwin House in Centrum 100 but are looking for alternative larger premises.

Their aim for the future is to have one phone number for all service providers. They are currently looking at employing a Senior Nurse who would be able to triage all phone calls. Their long-term aim is to have an integrated health record so they can pull together and access GP, hospital and community records. The integrated health record will be completely secure and patient's consent would be required. There will be a level of control as to what part of the record patients are happy to be shared.

Lyse explained that Virgin Care are currently focusing on Type II diabetes. Their plan is to develop an intermediate service which covers primary and secondary care. They are working closely with Queens Hospital.

Lyse also took questions from the group, which were restricted due to time constraints but she agreed to return to a future meeting. Lyse was thanked for attending and producing an extensive presentation.

3 Notification of Any Other Business

Julie wanted to talk about Diabetes UK, Cyril about parking at Queens Hospital and Angela about flu clinics.

4 Minutes of Last Meeting

These were accepted as being accurate.

5 Matters arising from Minutes of Last Meeting

No matters arising, but Gerry commented that patients who had been removed from the Practice list due to non-attendance and had subsequently been re-accepted had not missed appointments again, so they appeared to have learnt a lesson from the policy.

6 Group Business

Julie received a resignation from Conor Wileman via email which has been accepted.

Stanley Cooke introduced himself to us. He was previously a patient at Newhall Surgery and was a member of their Patient Group. This unfortunately disbanded due to a breakdown of relationship between the Practice Manager and the Chairman. The group has now been reformed and renamed.

Stanley has recently moved and is now a patient at Bridge Surgery. He is interested in becoming a member of the PPG and will contact Julie to let her know if he wishes to join. All PPG members are extremely pleased that he will be joining us.

7 News from the Practice

Julie presented the latest newsletter from Bridge Surgery which includes information about the duty doctor system which started on 1st August.

Dr Wong reported how this had been quite variable, some days it is extremely busy and then others less so.

He mentioned that it is early days but on the whole so far it had been a success and beneficial to patients, receptionists and doctors and also the home visits have been reduced. The duty doctor is definitely taking the pressure off all the other doctors.

We are currently running a trial for at least 3 months but may need 6 months (over the winter period) to assess the system.

Julie informed us that we will be going live for Electronic Prescribing on 11th October which is the same day Trent Meadows (Branston Surgery) go live. Dr Wong had recently visited Heartwood Surgery at Swadlincote to look at electronic prescribing as they also use SystmOne. Julie reported that 2000 patients had already got a 'nominated' pharmacy. The way it works is that a pharmacy would normally ask the patient if they would like them to be their nominated pharmacy, but a patient can change their mind at any time. Julie will shortly be placing posters in the surgery to inform patients about EPS and information was included in the newsletter mentioned above.

Julie announced that three flu clinics have been arranged. There are currently three Saturdays booked, the 24th September, 1st October and 8th October. Another clinic will be arranged on a weekday. This would normally be on a half day closing but unfortunately that would be the same day that EPS goes live. Another date will be arranged shortly. Rob and Angela plan to attend one of the flu clinics to advertise and highlight the PPG.

Julie had mentioned at the last Practice Managers Meeting if it would be a good idea for each PPG to have a contact e-mail address but unfortunately other Practice Managers were not too keen on the idea. Angela commented that we do, in fact have one - it was set up in February to comply with a NAPP request and all Group members were provided with details then.

Julie mentioned that Barton Surgery were appreciative of us attending their 'Improving Lives' presentation. Julie will contact Wetmore Road Surgery to thank their PPG member Gillian Harris for attending the Virgin Care Presentation during tonight's meeting.

Julie also mentioned the doctors will soon require feedback from colleagues and patients. Therefore, in November a survey (the same one as previously carried out) will be distributed to patients and will be handed out at reception. Angela would be happy to distribute these which would also enable her to highlight the PPG group. Stanley informed us that this happened at Newhall Surgery and it worked very well. Julie will discuss at next PPG meeting in October.

8 National Association for Patient Participation (NAPP)

Gerald was concerned that patients were unaware of the PPG. He quoted an extract from the NAPP bulletin published in May. Julie confirmed information regarding the PPG is on our website and she also sends all minutes and additional information to the VPG members.

Due to time restraints, 5 minutes will be added to the next agenda to discuss the PPG and NAPP and how to make it more effective.

9 GP Patient Survey Results – July 2016

Julie attached the survey results to the minutes. She explained that there was a crossover in the dates, and that three months out of the six covered were also recorded in the last survey. However, it showed a good result (above local and national average) but unfortunately slightly lower results than last time.

10 Virtual Patient Group

Julie confirmed that one person had left the practice and had now been deducted from the group. Graham Lamb from the VPG had attended tonight for the Virgin Care Presentation.

Angela apologised that she had not produced the questionnaire yet to highlight the PPG but now wondered whether it would put pressure on VPG members and therefore be counter-productive.

11 Burton Albion Community Trust

Four group members attended the BACT hub on 9th August 2016 and their report had been read by all members of the group. Angela, Ann, Cyril and Gerry were extremely impressed and surprised on how vast the BACT and their services were. The trust is a registered charity and they receive funding from a wide range of sources including BAFC, Burton Breweries Charitable Trust and The Lottery Fund. They would be happy to come here and give a presentation. If we could help in any way to promote their services it would be beneficial to our patients. Julie commented that we do have some leaflets at reception.

Angela explained that they offer an extensive amount of courses, even helping people to complete their CVs. Because they work closely with the Club, they are able to provide "rewards" in the form of tickets for Burton Albion matches.

Ann was also extremely impressed with their services. She commented that they encourage people to be more active and also help people with mental health problems too.

12 Any other Business

Cyril informed us about the new multi-storey car park which is to be built at Queens Hospital. This will be built on land at the back of the Treatment Centre. It will create 450 spaces but 180 spaces will be lost at Geoffrey Hodges and 20-30 spaces will be lost when the new road is built as part of the Red Farm Housing Development. The money will have to be borrowed to fund it.

Julie produced a poster regarding a public event which will be held at the De Ferrers Academy, Trent Campus on 16th September 5.30pm to 8.00pm for Diabetes UK. Julie will advertise this in the surgery.

Angela's flu clinic item had already been discussed during News from the Practice.

13 Date and Time of Next Meeting

Wednesday 5th October 2016 at 6.00pm with refreshments from 5.45pm. Dr Pidsley will be attending. Agenda items to Julie or Angela by 23rd September 2016 please.

Provisional date for AGM meeting Wednesday 7th December 2016 at 6.00pm with refreshments from 5.45pm. Dr Handley will be attending. Angela informed all members that she will be resigning from Chair in accordance with the Constitution and asked if other members would consider giving thought to putting themselves forward for the position as fresh ideas are beneficial.

14 Effectiveness of Meeting and Meeting Close

"Good as always". The meeting closed at 7.55pm. Angela thanked everyone for attending, especially Dr Wong, who had rushed to join us following his turn on the Duty Doctor rota.