

# **BRIDGE SURGERY'S PATIENT GROUP**

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

**Wednesday 16th October 2019 at 6.00pm**

### **Present:**

Dr Louise Handley (GP)	Gerry Chatfield (Patient)	Graham Lamb (Patient)
Nicola Bailey (Asst Practice Manager)	Marion Grenville (Patient)	Kelvyn Langford (Patient)
Angie Carpenter (Patient)	Judi Griffiths (Secretary)	Mick Robinson (Patient)
	Angela Henry (Chair)	Derek Walker (Patient)

### **1 Apologies and Introductions**

Apologies were received from Melissa Palfreyman (Patient), Carol Riches (Patient) and Sandra Gallear (Administrator).

Angela welcomed Derek, who is a member of the Virtual Patient Group, to the meeting.

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

Unfortunately, Angie will be resigning after this meeting. Gerry wants to go through some District Group items, these will be covered under item 7 District Group. Angela has a couple of topics to discuss.

### **3 Minutes of Last Meeting on 14th August 2019**

No issues. The Minutes were unanimously approved.

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

From the Minutes of Last Meeting, point 6 – News From The Practice – Flu Clinics - Gerry asked if the flu clinics had started. Yes, they have; Melissa attended the 28<sup>th</sup> September clinic on her own; Angela, Melissa, Mick, Marion and Judi all attended the 5<sup>th</sup> October 65+ clinic at some point. PPG members invited patients to complete Friends & Family tests and pushed the AAA screening leaflets. The uptake for booking AAA screening was very good, so much so that the screening staff rang Julie to check what was happening. Angela expressed her thanks to all involved. Also on offer to patients was AF checking, which proved popular.

### **5 Group Business**

Virtual Patient Group member numbers remain steady, otherwise nothing to report.

### **6 News from The Practice**

#### Staffing

- One member of staff has left and one is retiring. Sandra interviewed for replacements on Monday with a positive outcome, job offers need to be made.
- The two new receptionists, Alex and Sarah have started. Marion commented that they have a nice approach.
- A new part-time Practice nurse Helena will be starting on Monday 11<sup>th</sup> November, replacing Sister Sellars (Bev).

#### Flu Clinics

- The next flu clinic will be held Thursday 24<sup>th</sup> October 17.00 – 20.00, being for patients of 64 and under who are at risk, followed by Saturday 2<sup>nd</sup> November 9.00 – 13.00, with two clinics for 65+ and one for 64 and under at risk patients.

- There was a good uptake for the AF screening, held during flu clinics for 65+. 222 patients were screened with 13 referred, 2 of which came back as confirmed issues. The Practice is hoping for another 100 patients to be screened at the next 65+ clinics.

#### Friends and Family Test Results

- A massive increase in September results, due to Melissa's efforts. All were positive.

#### Significant Events

- A few weeks ago, a patient had an ECG test, which was put in for scanning, but when the patient came back to the surgery for their results, the ECG paper was not there. It has since been found, having been misplaced. Procedures have been put in place to ensure that document's whereabouts are known as it follows each step of its journey around the surgery.
- Kelvyn mentioned an incident he witnessed. He arrived at the Surgery to find that all the computer systems were down; he wanted to highlight that the receptionist on at the time, Pam, had handled the patients and manual recording process very well and everything ran very smoothly. PPG members discussed the possibility of warning patients, but Dr Handley and Nicola pointed out that, when the system is down, there is no way of knowing which patients have appointments.

The CQC telephone call has been received and will be followed by the inspection on Tuesday 29<sup>th</sup> October. Nicola handed out CQC questionnaires to any member requesting one. When completed they are to be placed into the relevant sealed box; they are not viewed by the Practice.

Graham wanted to ask a few questions:

- Is the website prescription service now closed? Yes. Repeats can be ordered through SystemOnline.
- When requesting a prescription online, the system stated it would be available in 48 hours, but the date given was 1<sup>st</sup> November. Nicola and Dr Handley to investigate.
- Is there a program for PSA testing (as there is for AAA or AF), and would it be advantageous? Dr Handley replied that it wasn't done but anyone with concerns should make an appointment with a GP to discuss.
- Is the Practice still accepting new patients and what about the new, large, Branston Locks development? Yes, new patients are currently being accepted. Patients from Branston Locks are being split across 10 Practices, including Bridge surgery.

Graham also asked whether standard forms were routinely available in larger print, as a patient had been informed they were not available. Nicola said that no standard forms were provided in large print, but if she had an electronic copy she would be happy to enlarge it and print a copy, if one was requested.

It was suggested that the letterbox at the front gate was too high for a wheelchair user to reach. Dr Handley, Nicola and Angie thought that there were 3 letterboxes, 1 at the front gate, 1 on the staff door and 1 near the back door. The one at the back door should be low enough for wheelchair users to reach. Nicola will check.

## **7 East Staffordshire District Patient Engagement Group**

Gerry gave updates from the District Group meeting.

- There is a new Healthwatch representative, Dave Bassett (who was previously a Chair of our PPG).
- The proposed amalgamation of the CCG's in this area would no longer go ahead. Graham stated that 6 of the 7 CCG's had voted against it.
- There is a problem with transport, wait times are very lengthy.
- The "Red Bag" scheme is not being taken up by all homes locally. Gerry explained that when a resident of a home is taken into hospital, a "Red Bag" (dedicated to that home), is filled with the patient's belongings - medicines, clothing, toiletries etc. An accompanying document had every item listed, to ensure that they were all moved with the patient and subsequently returned to the home with them.

- MacMillan cancer support would like to hear from anyone who had required their services.
- Gerry suggested that a service mentioned by Lily Singh of All Saints Surgery, for minor injuries for walk in patients without appointments was a good idea. Dr Handley responded that the Practice already provides this same service where appropriate.

Judi explained that due to other commitments she would not be able to attend District Group meetings for the foreseeable future. She has informed Sue Adey-Rankin and John Bridges and has asked if she can be a “virtual member”. Angela asked if any other PPG members would consider attending.

## **8 Burton and Derby (Hospital) Feedback**

Graham gave the following updates:

- Car park charges were being looking into, as currently they vary across all the sites.
- The new Chair of UHDB, Kathy McLean, attended last night’s governors meeting. She will be concentrating on a number of issues which include reducing meeting length from the current 5 hours and selecting two new executives, as two are retiring.
- Due to lack of funding there are no clear plans for the new multi-storey car park at Burton. The main focus is on the fit out of the incomplete floors of the treatment centre and winter plans to ensure last year’s issues are not repeated, i.e., costs being incurred but less revenue as reduced operations were carried out due to lack of available beds.
- A question was raised with Graham about a response to the issue of London Rd sending prescriptions to Boots. Graham said that, as yet, there had been no response.

## **10 Any Other Business**

Unfortunately, Angie will be resigning at the end of this meeting for personal reasons. Angela thanked her for her past input to the PPG and everyone expressed their best wishes to her for the future.

Angela had a couple of points to raise.

- Dave Bassett, Healthwatch representative, had approached her during one of the flu clinics, to mention that the CCG wanted to do a survey of 25% of South Staffs surgeries.
- Whilst in the waiting room, sitting on the front row of seats, she had been unable to read any of the leaflets pinned to the wall above the train as the print was too small, and was unable to get near to the posters to read them as the train was in the way. Could the Practice try to ensure that either only leaflets relevant to parents with children were placed there, or that they were printed with larger fonts.

Kelvyn mentioned that, whilst sitting waiting in the local pharmacy, he saw local user group notices on display. Was it possible for anything like that to be displayed in the surgery? One or two PPG members discussed that previous notices in the surgery, on the pillars either side of reception, were looked at, but only when they were changed regularly.

## **11 Next Meeting**

The next meeting will be the AGM, therefore may take a little longer than usual, it will be held on **Wednesday 11<sup>th</sup> December 2019** at 6:00pm with refreshments from 5.45pm. Dr Handley will attend.

Agenda items to Nicola or Angela by 27th November 2019 please.

## **12 Meeting Close**

The meeting closed at 6.50pm. Angela thanked everyone for attending and for their input.

<b>Abbreviations:</b>	AAA	Abdominal Aortic Aneurism
	AF	Atrial Fibrillation
	DG	East Staffordshire District Patient Engagement Group
	PPG	Patient Participation Group
	PSA	Prostate-Specific Antigen

UHDB University Hospitals of Derby and Burton