

BRIDGE SURGERY'S PATIENT GROUP

Minutes of Group Meeting held on

Wednesday 18th July 2018 at 6.00pm

Present:

Dr T Georgiou (GP)	Gerry Chatfield (Patient)	Graham Lamb (Patient)
Julie Finch (Practice Manager)	Marion Grenville (Patient)	Kelvin Langford (Patient)
Sandra Gallear (Administrator)	Judi Griffiths (Secretary)	Melissa Palfreyman (Patient)
Angie Carpenter (Patient)	Angela Henry (Chair)	Carol Riches (Patient)

Prior to the commencement of the meeting, Helen Russell from CASS (Carers Association of South Staffordshire) gave us a talk on their role in the area, best practice for identification, recording and acknowledging unpaid carers.

Within this area CASS lost the contract a couple of years ago, which was won by The Carers Hub, but they have given some money to CASS to cover Helen's visits to GP surgeries and PPG's to explain their role, also to identify local groups and meetings to pass on details to all interested parties. For example, CASS run a "Living Well with Dementia" group at the Burton library, for those with dementia and their carers. This is on the third Wednesday of each month between 11am and 1pm. Carers Hub also run a carer's meeting from 10-12 at the library on the last Friday of each month apart from December, when it is earlier in the month. These meetings take place in a room on the first floor, to the right of the top of the stairs, left out of the lift.

Within a Practice, about 10% of patients will be known carers, but there may be many more who either don't go to the Practice, don't realise they are a carer or don't wish to be listed as such.

Whilst not an exhaustive list, best practice would be for the surgery to have a "Carers Champion", have visible notices so that people can be identified or identify themselves and for carers to be -

- On the Practice register
- Handed an information pack when registering at the Practice
- Identified to staff so that their status can be taken into account
- Considered to benefit from seeing the same GP
- Notified as to carer status if being referred
- Offered a free flu jab

1 Apologies

Apologies were received from Mick Robinson (Patient)

2 Notification of Any Other Business

Angela welcomed the new members, Kelvin, Melissa and Carol and everyone introduced themselves.

Judi asked whether there were any plans to replace the ageing Jayex (electronic message board) in the waiting room.

Angela mentioned an issue with the website.

Kelvin wanted to discuss the E Referral system

3 Minutes of Last Meeting on 9th May 2018

The minutes were accepted as being accurate.

4 Matters arising from Minutes of Last Meeting

Julie informed us that advertising for a Salaried GP will be undertaken again later in the year. Over the next 1 – 2 months Dr Ajmal and 3 other locums have been organised.

Manzar Maqsood, the Clinical Pharmacist has now started work and is already making a difference, sorting out repeat prescriptions and those for patients returning from hospital with altered or additional medicine/s. He has finished his prescribers course and is awaiting the results. It was decided that a piece about him and his role should be put in the next newsletter, and it would be good for him to attend one of our future meetings. Between us and Barton, with whom we currently share Manzar, he has approximately 18-20k patients, and as his role progresses Julie and Dr Georgiou agreed that they felt the Practice would benefit from him working here full time.

Gerry hadn't asked, at the last District meeting, whether a Healthwatch representative still wanted to have a stand at the surgery. He will ask Ian Wright at the District meeting tomorrow.

5 Group Business

Marion attended the Diabetes UK meeting, held at The Pirelli Stadium, and reported that it was an excellent meeting with some very charismatic speakers. A more detailed report, provided by Marion, had been distributed with the agenda for this meeting. Marion suggested that it would be good to have the last speaker, who had encouraged them all to take part in exercises, to talk to us at one of our PPG meetings. Judi will ask John Bridges for her contact details. Marion was thanked for her excellent, interesting and informative report.

Since our last meeting Angela had seen 2 former members – Cyril, who had ceased doing lots of his previous activities, had benefited and looked really well, and someone who had recently left who passed on praise for the Practice doctors and staff, particularly Dr Georgiou and Sister Ffrench for their help with his situation and who reiterated that he would like to rejoin us in a few months' time as he would like to give something back for all the help and support he has received.

6 News from the Practice

Dr Pidsley's leaving 'open morning' was a success, with a steady stream of visitors coming to wish him well. The surgery party for his retirement went very well and was attended by Partners, staff and a number of former Practice personnel such as Dr Waddy, and a few tears were shed. A collection from Partners, staff and donations raised over £900 for his leaving present, which Dr Pidsley will be donating to St Giles. Angela had written a letter on the group's behalf to express the PPG's thanks for everything he has done for the group, a copy will be brought to our next meeting.

Julie handed out the Friends & Family test results, which showed a limited number of responses over each of the three months – only 13 over the April/June period. 10 people ticked that they were extremely likely to recommend the Surgery's services, one likely, 1 extremely unlikely ("Waiting time") and one online response was don't know. The latter was from a student who struggles to get an appointment and is at sixth form from 8 to 11 am so can't ring to get an on the day appointment. *If that person reads this, may we suggest registering for online services and then you will be able to book appointments online at any time of the day or night, with same day appointments being released at 8am each working day and all current availabilities always being as visible to you as they are to the receptionist. Alternatively, there is the duty doctor scheme which should enable you to either speak to or see a doctor on the same day if it is considered necessary.*

The surgery has a new Privacy Policy, copies of which were handed out, as there have been some changes since GDPR implementation on May 25th. The same policy is being used for all surgeries in Burton as all are using the same Data Protection Officer (there is a requirement for certain specific qualifications).

The new telephone system for the surgery has been delayed slightly and will now be installed in late August, with “go live” on 3rd September. All reception staff have undertaken “Active Signposting” training and will be asking more questions when patients call for an appointment. This may seem intrusive but will increase efficiency as it will enable them to refer patients more appropriately, e.g. to a nurse or the Clinical Pharmacist rather than take a GP appointment, or to pass on details of local groups such as CASS, Dementia meetings or Walking for Life.

Publicity for this year’s Flu season will be displayed at the start of September. This year there are 2 different formulas, one for those aged 64 and under, one for 65 and over. The surgery is likely to do this in separate sessions as it would be a logistical nightmare to combine them. A delivery date was agreed with the supplier but they have had to delay it due to a large uptake nationally. Angela explained to the new members that previously two PPG members had attended a flu clinic to help point people to the correct queue and publicise the PPG, VPG, online services and electronic prescriptions at the same time. The national target for uptake of flu jabs is 70% of those who are entitled to them; there are also specific targets for each vulnerable group.

New Extended Hours will start in September. Within East Staffordshire all 18 Practices will be sharing cover, with a rota to be drawn up and agreed with all the Practices. The appointments will each be for 15 minutes, with a requirement for 4 on a Saturday morning, and 6 during the evening between 18:30 and 20:00. It was commented that these extra hours may cause even more difficulty in recruiting a Salaried GP.

Significant events

Due to time pressures, this will be carried over to our next meeting.

7 Virtual Patient Group

There are 2 new VPG members, we now have 44.

8 Burton & Derby Collaboration Update

Graham gave an update. Since the confirmed merger, the Board of Governors of each hospital are no longer “valid”, but during the period prior to voting taking place for the newly combined Board, approximately half of each old board have been put in place as an Observing Board of Governors, Graham being one of them. He is due to attend the Finance & Performance meeting and is keen to see delivery of the documented “improved patient benefit”, particularly for stroke patients.

9 Any Other Business

Judi raised the question as to whether there were any plans to replace the ageing message board in the waiting room, or at least try to have the messages enter the screen from the left, so patients can begin to read the message before it is all displayed. The members thought this a good idea and Julie believed it could be done and will action if possible. Julie and Dr Georgiou explained that due to the Jayex obsolescence and the high cost of replacing it, probably with a very large TV screen, the plan is to wait until it “expires”.

Angela mentioned that when using SystmOnline she had clicked on Patient Access (third button down on the surgery page when found through Bing) and wasn't sure where she had been taken to or who now had her log in details, so had therefore changed her password. Neither Julie or Sandra knew of this option. Angela will check again and pass on more specific details for investigation.

