

BRIDGE SURGERY'S PATIENT GROUP

Minutes of Group Meeting held on

Wednesday 20th September 2017 at 6.00pm

Present:

Dr Sulma Gulzar (GP)

Julie Finch (Practice Manager)

Lorraine Bennett (Secretary)

Angela Carpenter (Patient)

Stan Cooke (Patient)

Judi Griffiths (Patient)

Angela Henry (Acting Chair)

Maureen Wildman (Patient)

1 Apologies

Bernard Latham (Chair), Gerald Chatfield (Patient) and Marion Grenville (Patient).

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

2 Notification of Any Other Business

Stan had one item to raise.

3 Minutes of Last Meeting on 5th July 2017

The minutes were accepted as being accurate apart from section 4. The Diabetes Event held at the Medical Education Centre at Queens Hospital which Angela and Marion reported on did not include foot care but did include nutrition.

4 Matters arising from Minutes of Last Meeting

Judi has done some research into UPS (uninterruptable power supply). Unfortunately this is a lot more complicated than first anticipated. A UPS can be purchased but is very expensive (for one fridge for five minutes would be £260.00). Another alternative is to buy a special medical fridge with power back up which would also be expensive although the prices are coming down. (In 2014 it was \$2600). Julie confirmed that we have fridges designed to store vaccines and a 'buddy' arrangement with another practice if we have any fridge issues/power cuts.

5 Group Business

Sadly we have received resignations from Cyril Burton and Ann White. Cyril had been in touch with Angela to explain that he wasn't getting any younger and something had to give because he has so many commitments. Judi Griffiths and Graham Lamb, both Virtual Group members who have previously attended PPG meetings, have asked to join as members. Both were accepted. Judi was present at the meeting and welcomed as a new member. Graham was unable to attend tonight.

Since Cyril is no longer a member of the PPG he can no longer be a member of the East Staffordshire District Patient Engagement Group. Gerry is still our representative and Julie asked if any other member would like to attend with him. Julie was not sure when and where these meetings are held and will contact the Chair to find out and to enquire if draft minutes to these meetings could be distributed sooner.

Angela again asked all members if they would be willing to put themselves forward to take on the position of Secretary, clarifying that any volunteer would, in any event, have to resign as at 31st December in accordance with our Constitution. Even so, no members volunteered. It will be added to the agenda for the next PPG meeting which may well be the AGM.

6 News from the Practice

Julie confirmed that the refurbishment of the treatment room (the larger nurse's room) is now complete. It includes new flooring, floor and wall units, new wall covering in place of the tiles and redecorating, all in line with current infection control requirements.

Julie advised that the vaccines for the flu clinics arrived yesterday. The vaccine we are using this year is a quadrivalent type which covers 4 strains of flu, previously only trivalent vaccine (to cover 3 strains) was available. Three flu clinics have been arranged: Saturday 23rd September, Saturday 30th September and on the surgery half day closing which is Tuesday 10th October. If there is demand another Saturday flu clinic will be arranged.

Angela has offered to attend Saturday's flu clinic to advertise the PPG, promote online services and to encourage patients to complete the Friends and Family cards and asked for any other volunteers to assist. Maureen offered to help.

Julie confirmed that Dr Osman is our newest GP Trainee. He joined Bridge Surgery in August on a 6 month placement. Dr Khan will complete her training and will be leaving Bridge Surgery on 1st November. Dr Turner will be leaving in February.

Julie confirmed that we are currently in the process of writing to the remaining eligible patients who are entitled to the shingles vaccination. These are patients who are turning 70 or 78 years of age on or after 1st April 2017.

Julie informed all members that a local surgery is removing all of their patients living in Stapenhill from their list and therefore we will be accepting them if they approach us to register and they live within our 'inner' boundary. Maureen asked in the future would Bridge Surgery consider removing patients living further away from the surgery e.g. in Stretton. Julie and Dr Gulzar explained that at the moment this is not being considered but could not guarantee it wouldn't be in the future.

Julie distributed to all members the latest Friends and Family test results from July 2017, none having been received in August. Only 7 were received in total, 6 were 'extremely likely' to recommend our service to friends and family if they needed similar care or treatment and 1 was 'extremely unlikely'. Unfortunately this was received via the website and was anonymous therefore Julie was unable to contact the patient to follow up the comment. Julie commented that she would prefer any patient with an issue to contact the practice so it could be looked into rather than make an anonymous comment that could not be followed up.

There were no Significant Events to report.

7 Virtual Patient Group

At their request, Julie will remove Maureen and Judi from the VPG as are now both PPG members. Angela is happy to remain as a VPG and a PPG member.

Julie confirmed that a member of the VPG had alerted her to the NHS England Public Consultation in item 10.

8 GP Patient Survey 2017

Julie distributed the GP Survey results for 2017 which were published in July. 241 surveys went out. 126 surveys were sent back which resulted in a 52% completion rate. Angela congratulated Bridge Surgery on their good results. The results can be viewed on <https://gp-patient.co.uk>

9 August NAPP (National Association for Patient Participation) Newsletter

Julie had distributed the July NAPP newsletter which was sent out in August. Angela confirmed that we are affiliated to NAPP and have access to protected parts of their website. The log-in details have recently changed and Julie has e-mailed all members the new password this afternoon. As a result of the newsletter the following questions were raised:

- How can the PPG help the Surgery to promote Self-Care Week? (13th to 19th November).

Julie confirmed that if she does receive information regarding this she will display it. Angela asked Julie to e-mail PPG members if the surgery needed any help promoting this week.

- What is the position/timing on the NHS Wi-Fi roll out with regard to Bridge Surgery?

Julie confirmed that this is already available. A poster will be put in the waiting room to advertise this.

- Does our local CCG (Clinical Commissioning Group) include lay members, and could we have details?

Julie produced a document showing the current CCG lay members. She also provided further information on how patients can get involved, taken from the CCG website.

- PPG presence at Flu Clinics?

It had already been agreed that Angela and Maureen will attend the Flu Clinic on Saturday 23rd September.

Julie pointed out that the newsletter mentioned that CCG's had been rated and advised East Staffordshire had obtained a 'good' rating. Some members had seen this in the local press.

10 NHS England Public Consultation: Items which should not be routinely prescribed in primary care (including homeopathy and herbal treatments and those available over the counter)

Julie had distributed information regarding this with the agenda. Further information is available on NHS England website: <https://www.engage.england.nhs.uk/consultation/items-routinely-prescribed/>

NAPP were seeking responses to a survey about this consultation and the following questions were discussed and answered by a show of hands:

- 1) Do you agree with the principle of Clinical Commissioning Groups (CCGs) not allowing the prescribing of medications of limited or low clinical effectiveness?

YES

- 2) Do you see any possible unintended consequences from CCGs not allowing the prescription of medications of limited or low clinical effectiveness?

NO

- 3) Do you agree with the principle of CCGs not allowing the prescribing of medications that are cheaply available over the counter?

YES

- 4) Do you see any possible unintended consequences from CCGs not allowing the prescription of medications that are cheaply available over the counter?

NO

- 5) Are there any patient groups you believe would be more greatly affected by the proposals than others?

YES, patients on a low income.

There was a discussion about when a GP might prescribe the above medications and Dr Gulzar advised all that when purchasing Vitamin D supplements to always ask for the cheapest as sometimes what is available on the shelf is not always the cheapest.

11 Any other Business

Stan had recently attended the Diabetic Event held at Pirelli Stadium which was very well attended. He found the session very informative and extremely useful. He was impressed by the number of stalls that were available and learnt a lot from it.

Angela asked if any members were interested in going to an event to perhaps go together, or to arrange to meet up as Maureen would like to attend some events but would prefer to go with somebody.

Angela confirmed that she will be attending the Improving Lives Event on 10th October which will be held at the Town Hall from 5pm to 8.30pm.

12 Next Meeting

This has been arranged for Wednesday 15th November at 6.00pm with refreshments from 5.45pm. Dr Pidsley will hopefully be attending this meeting. Agenda items to Julie or Bernard by 1st November 2017 please.

13 Effectiveness of Meeting and Meeting Close

'Short and sweet'. The meeting closed at 7.05pm.

After the meeting closed Julie showed all members the newly refurbished treatment room. They were impressed.