

# **BRIDGE SURGERY'S PATIENT GROUP**

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

**Tuesday 2<sup>nd</sup> April 2019 at 6.00pm**

### **Present:**

Dr Wong (GP)	Angela Henry (Chair)	Carol Riches (Patient)
Julie Finch (Practice Manager)	Graham Lamb (Patient)	Mick Robinson (Patient)
Gerry Chatfield (Patient)	Kelvin Langford (Patient)	
Marion Grenville (Patient)	Melissa Palfreyman (Patient)	

We were joined at the start of the meeting by Ian Leech, Community Engagement and Supportive Care Manager for St Giles Hospice. He spoke for about half an hour on the services and treats (gin, whisky, animals, care and support) given to patients at St Giles. The Hospice provides specialist care for cancer and other serious illnesses, but over 70% of the care they deliver is now in the community. Volunteers are a vital part of their community success – without their volunteers, they wouldn't be able to deliver much of their care, and without fundraising and donations, they wouldn't be able to offer the services they do. It costs £9 million a year to keep going. Recent innovations include Bereavement Help Points in twelve different locations, and Phoenix, which is bereavement support for children and young people.

### **1 Apologies**

No apologies were received prior to the meeting.

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

There was nothing notified.

### **3 Minutes of Last Meeting on 12<sup>th</sup> February 2019**

There were no issues.

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

Julie advised that the website has now been updated.

### **5 Group Business**

The only item which arose was that, at a recent CCG Quality Meeting with the practice, the GP that attended (Dr Noor), was impressed that we have a waiting list for membership.

VPG member numbers stable, although one member has resigned.

### **6 News from the Practice**

A new receptionist, Tammy, has joined the practice, starting on April 1<sup>st</sup>. She will alternate mornings and afternoons with another receptionist so that they don't always have either early mornings or late evenings.

The Practice has recruited an Assistant Practice Manager, due to start in May, and one of her responsibilities will be the PPG, which means that Julie will no longer attend all our meetings. This is a new role for the Surgery. She will work for 24 hours per week.

Dr Georgiou has spoken to us previously about QOF, a scheme which is about quality and outcomes where practices get points for achievements in care of long-term health conditions such as breathing difficulties, diabetes, heart conditions. Julie reported that this year the Surgery was on track to receive full points. In previous years we had gained 97 – 98% of available points.

Take-up of the Electronic Prescription Service (EPS) is now over 75%, which is higher than the national average.

March is a busy time for reports, and the Data Security and Protection Toolkit report was one of the ones submitted. The Surgery has met all the requirements and is producing an action plan for further improvements throughout the year.

Julie showed us a draft Newsletter, due to be released shortly. The website method of ordering prescriptions will be closed on May 31<sup>st</sup> as there are several concerns over patient safety. This system can allow the wrong formulation of a drug to be ordered, cannot cope with more than 20 items, and the list of items can be cleared by antivirus software. Patients will instead be encouraged to use the SystmOnline service, which also enables patients to make and cancel appointments. 1910 people (19% of registered patients) are registered to use this facility, up from 1605 (16%) in May last year. Dr Wong explained that the seemingly low figure didn't take into account patients who are registered with the Practice but had no reason to seek medical assistance, and therefore would have no reason, or possibly knowledge of the need, to register.

A new Salaried GP will be starting in August, working four full days a week.

The fax machine will be turned off on 30<sup>th</sup> April. The NHS wishes to discontinue use of faxes.

As part of the Productive General Practice programme attended by Dr Gulzar and Julie an audit had taken place to look at what appointments could be potentially avoidable, 750 responses were received overall and 22% of reviewed GP appointments found to be potentially avoidable. Dr Wong explained that it was difficult to signpost a patient elsewhere once they had made contact – to a pharmacist, for example – as a doctor's first instinct was to try to help someone. However, seeking care elsewhere e.g. a pharmacy may be quicker and easier for the patient.

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

Gerry, Judi and Carol had attended the last meeting in January at Barton Community Fire Station. They were relying on Judi to provide an update but unfortunately she wasn't at our meeting today.

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

Graham gave his report earlier in the meeting as he had to leave early. He provided a few copies of UHDB News, a 16 page newsletter issued by, and detailing the achievements and plans of, University Hospitals of Derby and Burton NHS Foundation Trust.

## **9 Any Other Business**

There was none.

## **10 Next Meeting**

The next meeting will be held on Wednesday, 5<sup>th</sup> June 2019 at 6pm with refreshments from 5.45pm. Dr Rafiq will attend. Agenda items to Julie or Angela by 25<sup>th</sup> May 2019 please.

## **11 Meeting Close**

The meeting closed at 7.20pm.

<b>Abbreviations:</b>	VPG	Virtual Patient Group
	CCG	Clinical Commissioning Group
	QOF	Quality and Outcomes Framework