

# **BRIDGE SURGERY'S PATIENT GROUP**

## **Minutes of AGM Group Meeting held on Tuesday 4th December 2018 at 6.00pm**

### **Present:**

Dr A Wong (GP)

Julie Finch (Practice Manager)

Angie Carpenter (Patient)

Gerry Chatfield (Patient)

Judi Griffiths (Secretary)

Angela Henry (Chair)

Graham Lamb (Patient)

Kelvin Langford (Patient)

Melissa Palfreyman (Patient)

Carol Riches (Patient)

### **1 Apologies**

Apologies were received from Sandra Gallear (Administrator), Mick Robinson (Patient) and Marion Grenville (Patient)

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

Carol wished to discuss a particular patient frequently having difficulty parking in the disabled parking space.

### **3 Minutes of Last Meeting on 17<sup>th</sup> October 2018**

No issues.

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

Point 4 - Matters Arising (Point 9 – Any Other Business from minutes of the meeting held 18<sup>th</sup> July), Walking For Health. Kelvin has contacted Jo Smith, who has dropped off some leaflets and has intimated that she would be happy to come and give a talk to the PPG. However, it was felt that Angie, having previously led the walks herself, was just as well placed to explain to us. There are several different walks of differing lengths and difficulties, the closest ones are either from Stapenhill Gardens, Stapenhill Hollows or the Meadowside. When walking from Stapenhill, the group has membership of the local club and use their facilities for refreshments.

### **8 Burton and Derby Collaboration Update**

*The Burton and Derby update was done out of order as Graham needed to leave to attend another meeting.*

Graham was pleased he had been able to get his preferred role observing on the Finance Investment & Performance committee. There has been some progress on the movement of hyper acute strokes to Derby; once stable, Burton patients will be moved back to Burton for rehabilitation and the facilities at Burton will be improved to match those of Derby.

Julie mentioned to Graham that the Practice does not receive any notices updating them on this sort of information. Graham will follow up.

### **5 Group Business**

This being the AGM and in accordance with the constitution, Angela and Judi tendered their resignations, both stating that they would be willing to stand again, although Angela stated that she felt it better if there were "fresh blood" at the helm. Resignations take effect at the end of December 31<sup>st</sup> and new appointments commence at the start of January 1<sup>st</sup>.

Kelvin felt that there was nothing wrong with continuity, particularly when the service being provided was very good. He proposed Angela continue as Chair and Judi as Secretary, the proposals were seconded and a unanimous vote confirmed that the other attendees agreed. Both agreed to continue in their respective roles.

Angela picked up on a point in the November NAPP newsletter about using positive psychology to improve patient attendance and asked if anyone had psychology experience, unfortunately nobody had. She made several suggestions which Julie will follow up.

- When a patient books an appointment the receptionist could make a point to ask “can you please cancel if you cannot attend”.
- Could a similar message be displayed when booking via SystemOnline.
- Perhaps the Jayex message about missed appointments could be changed to show the percentage of appointments attended, rather than the percentage missed, and thanking people who got in touch to cancel so that others could use the appointment.

Kelvin pointed out that recently he had missed an appointment himself, when he hadn't received the text message reminder, the second time the text reminder had failed. Julie stated that the text reminder was run from a particular PC, which had, on occasion, been switched off by mistake.

Angela thanked Judi, Carol and Melissa for attending the flu clinics and asked Carol and Melissa how the clinics they attended had gone. They agreed that in general PPG members' attendance was positively received, but some patients don't want to be spoken to, particularly in the case of mothers or grandparents with children who have to pick up another child.

Melissa asked if we could obtain any more “Healthcare Passports”, Judi will ask John Bridges.

Angela asked if there were any further flu clinics planned, Julie confirmed that there was an evening one on the 12<sup>th</sup> December 6:30-7:30pm, but it was for only 20 patients at 3 minute intervals.

Graham asked how the extended hours appointments were offered, Julie explained that at the moment our “normal” appointments are offered first, but if a patient asked if there were any extended hours available the next extended access appointments at the surgery would be offered. The receptionists were due to be trained in another computer system in order to be able to offer patients evening appointments at other surgeries although there were only 2 appointments per evening that could be booked (one in advance and one on the day) across the area.

## 6 News From The Practice

There were a couple of items, raised in matters arising from the October meeting, which Julie was asked to provide feedback on.

**Referrals** - During October 350 referral letters were typed. Digital dictation has been in place since mid-November, which has made everything much quicker and rather than just replacing the old “tape” method, also has added benefits. Anything noted as urgent is shown in red and goes straight to the top of the list, GP's can see what letters have already been typed and, if not already done, amendments can be made, statistical data can be extracted e.g. the average referral turnaround time was 57 hours (this also includes weekends). Dictation can also be done via a smartphone app whilst the GP is at home or elsewhere. The secretaries and doctors all are happy with the system.

**Flu Figures** – Julie reported the flu vaccination uptake information:

Vaccine	Last Year's Uptake	Wk 47 (w/c 19 <sup>th</sup> Nov)	NHS Target
65+	65.4%	59.7%	75%
Pregnant Women	42.1%	37.9%	55%

Long term condition	Received/Refused	No Still To Be Done
COPD	85% of patients	24
Diabetic	80% of patients	116
CHD	83% of patients	46
Stroke	83% of patients	30

The latest Newsletter, handed out at the meeting, covered all other news.

The new telephone system is now in use, after a very stressful go live day with the first 2 of the 6 lines not going live until 9:30am on the morning of switchover, which caused a few issues for patients getting through.

There have also been a few other teething problems, an engineer will be back tomorrow to fix these. All 6 lines are now available (an increase of 2). The surgery has received several compliments on the new system messages, recorded by Dr Georgiou. There will only be one number, the old appointments line, the enquiries number still exists but will not be publicised and goes to the menu message. The system does not currently state which position your call is in the queue, Julie will ask the engineer if this can be added. Due to teething problems with the new system "active signposting" has been postponed until w/c 10<sup>th</sup> or 17<sup>th</sup> December. Julie asked if anyone called the surgery if they could pass on feedback. To further alleviate patients unable to get through on the telephone the Practice may recruit another receptionist to cover the peak morning hours.

There is a section about Manzar, introducing him as the Clinical Pharmacist. His services are being used more and more and this will increase even further now that he is able to prescribe.

In future, Sunday am appointments will be available via a smartphone app, and a code has to be generated by the surgery in order for patients to book these appointments.

There were 32 Friends and Family Test responses in October, which Julie circulated, and 38 in November.

No significant events.

## **7 Virtual Patient Group**

No change.

## **8 Burton & Derby Collaboration Update**

See above, between items 4 and 5

## **9 Any Other Business**

On behalf of another patient, Carol raised the issue of the disabled parking space in the car park frequently being used by patients without Blue Badges. Sadly, patients abuse the facility due to the shortage of parking spaces. It was agreed that it may be helpful to have a message on the Jayex to point out that when using the disabled space a Blue Badge must be displayed, hopefully this may put other patients off abusing the space. Dr Wong mentioned that if sees a car parked there without displaying a Blue Badge, he goes into reception and asks who that vehicle belongs to. The owner usually, sheepishly, moves their car.

District Group - Judi discussed the DG requests:

For PPG's to support Support Staffordshire, a local charity that promotes the area. At the Brewhouse in Burton they hold a number of different free training sessions e.g. How to get funding for PPG's. A PPG can request help from their volunteers, they will match the volunteer with the event. PPG's can join Support Staffordshire and gain access to the website bulletin boards to advertise events, e.g. Tutbury PPG's quiz evenings.

Ask the PPG to encourage GP's to use "Soft Intelligence" reporting. It is mandatory for soft intelligence to be recorded and GP's must use the relevant facilities, from which trends and themes can be identified. Julie pointed out that it was good practice to record and submit data, but not mandatory for the reporting to be done specifically via the Datix system; the Practice feed their data back by e-mail; which is why they do not appear on the list of compliant practices provided at the DG meeting.

## **10 Next Meeting**

The next meeting will be held on **Tuesday 12<sup>th</sup>** February 2019 at 6pm with refreshments from 5.45pm. Dr Wong will attend.

Agenda items to Julie or Angela by 29<sup>th</sup> January 2019 please.

## **11 Effectiveness of Meeting and Meeting Close**

"Food was good". Everyone was thanked for their attendance & contributions. The meeting closed at 7.25pm.

**Abbreviations:**

AGM	Annual General Meeting
DG	District Group
PPG	Patient Participation Group