

BRIDGE SURGERY'S PATIENT GROUP

Minutes of Group Meeting held on

Wednesday 5th July 2017 at 6.00pm

Present:

Sulma Gulzar (GP)	Cyril Burton (Patient)	Judi Griffiths (VPG member)
Julie Finch (Practice Manager)	Gerald Chatfield (Patient)	Angela Henry (Patient)
Sandra Gallear (Administrator)	Stan Cooke (Patient)	Bernard Latham (Chair)
Lorraine Bennett (Secretary)	Marion Grenville (Patient)	Maureen Wildman (Patient)

Bernard thanked Sally Ann Hackney from Richmond Villages for her informative, interesting and enjoyable 'Dementia Friends' talk.

1 Apologies

Angela Carpenter (Patient), David Leese (Patient) and Ann White (Patient).

2 Notification of Any Other Business

Marion would like to talk about a new service provided by the Virgin Care Community Matrons.

3 Minutes of Last Meeting on 10th May 2017

The minutes were accepted as being accurate.

4 Matters arising from Minutes of Last Meeting

Gerald confirmed that a Prostate Cancer Screening session has recently been held at Pirelli Stadium. He confirmed what an important and valuable service it provided.

Angela and Marion had attended a Diabetes Event held at Medical Education Centre at Queens Hospital. Although the session was poorly attended they both found the session very informative and extremely useful. Some of the areas that were covered were foot care and hidden sugars in foods and an explanation into the different types of diabetes.

Cyril attended the Mental Health Event held at Pirelli Stadium. He confirmed that it was also poorly attended. There were 20+ tables providing information covering all aspects of mental health.

5 Group Business

Bernard again asked all members if they would be willing to put themselves forward to take on the position of Secretary. No members volunteered for this role. It will be added to the agenda for the next PPG meeting.

Julie confirmed that the 'Would you like to know more ...' leaflet advertising one off attendance at PPG meetings to patients discussed at the last meeting had been amended and it was approved by all members and all were happy for it to be distributed.

6 News from the Practice

Dr Gulzar introduced herself explaining that she is currently in her 4th year at Bridge Surgery and works 4 days.

As Bridge Surgery is a teaching practice she asked members if they would be willing to put themselves forward as mock patients to help GP Trainees at the practice with the practical side of their exams. She distributed a leaflet explaining the process and advised they would be briefed about what to say to the GP Trainee in advance. Bernard will compile a list of names of members who would be willing to participate at the end of the meeting.

Julie distributed to all members the latest Friends and Family Test results from April to June 2017. 15 were received in total and all were 'extremely likely' to recommend our service to friends and family if they needed similar care or treatment. We received some very good comments.

Julie provided all members with a letter which Dr Handley had drafted which has been sent out to our patients who are on Insulin explaining the recent sugar changes in Lucozade® Energy drinks. As from April 2017 all flavours of Lucozade Energy drinks will have half the amount of sugar. Other drinks will change later in the year.

Cyril explained that he showed our bereavement information leaflet to members of the East Staffordshire District Patient Engagement Group. The other surgeries were impressed and have taken a photocopy to use within their surgeries. Julie advised that she is happy for other surgeries to contact her if they would like an electronic copy to amend with their details.

Julie informed members of a Significant Event:

- On 12th May 2017 Bridge Surgery was affected by the NHS cyber-attack. She explained that at 3.05pm she received a message from a GP Trainee alerting her to a possible problem. Julie checked the IT portal which showed a message explaining that there may be unexpected system restarts. At 3.33pm the whole system froze affecting all programs therefore we were unable to print appointment lists, prescriptions etc. The doctors reverted to paper prescriptions and paper fit notes. Julie explained that the IT system is centrally run by Staffordshire & Shropshire Health informatics Service (HIS) and they had taken down the system as a precaution. She explained that the appointment lists are now printed off daily. Julie confirmed that the anti-virus and firewall protection are all up to date.

Judi had asked some specific questions relating to IT and the recent cyber-attack which Julie had passed onto HIS and Julie provided all members with a document outlining their response.

Julie also provided all members with the National Diabetes Audit leaflet. A poster is also in the waiting room. Patients may opt out if they wish.

Julie confirmed that the medicines waste campaign has been re-launched.

Julie confirmed that our Clinical Commissioning Group (CCG) Pharmacist, Ros, is holding occasional clinics at the surgery and inviting patients on multiple medications in to see her.

Julie mentioned that the treatment room (large nurse room) is being refurbished in September.

Julie confirmed that Dr Seedat qualified in June and has now left the practice. We still have two trainee doctors, Dr Khan and Dr Turner. Another GP trainee, Dr Mohd-Osman will be joining the practice in August on a 6 month placement.

7 Virtual Patient Group

Judi (VPG member) is attending tonight's PPG meeting.

8 Any Other Business

Julie confirmed that Western Power will not cover us as part of their Priority Service Register, it only covers vulnerable people not items e.g. fridges. Julie mentioned that she has done some research into a UPS (uninterruptable power supply) for the fridges but had drawn a blank and spoken to other practice managers about the issue. A local rural surgery use a device with a SIM card which sends an alert to a designated mobile phone if the temperature rises above a set point but wondered if this would have helped in our scenario. Julie will discuss further with the electrician. Judi will also undertake some research.

Marion informed members that from Monday 5th June 2017 the Community Matron from Virgin Care will be issuing a red key ring to all patients who are at high risk of admission.

Angela asked if doctors at the surgery benefit from perks from pharmaceutical companies as highlighted in the national press. Dr Gulzar and Julie both confirmed that this does not affect clinicians in the practice and that all lunches which are occasionally provided at meetings have to be declared.

9 Next Meeting

This has been arranged for Wednesday 20th September 2017 at 6.00pm with refreshments from 5.45pm. Dr Gulzar will be attending. Marion sends her apologies. Agenda items to Julie or Bernard by 6th September 2017.

10 Effectiveness of Meeting and Meeting Close

'Excellent and informative'. The meeting closed at 7.45pm. Bernard thanked all for attending.