

# **BRIDGE SURGERY'S PATIENT GROUP**

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

**Wednesday 5th June 2019 at 6.00pm**

### **Present:**

Dr Rafiq (GP)	Angie Carpenter (Patient)	Melissa Palfreyman (Patient)
Julie Finch (Practice Manager)	Gerry Chatfield (Patient)	Carol Riches (Patient)
Nicola Bailey (Asst Pract Manager)	Marion Grenville (Patient)	Mick Robinson (Patient)
Sandra Gallear (Administrator)	Judi Griffiths (Secretary)	Derek Walker (Patient)
	Angela Henry (Chair)	

### **1 Apologies and Introductions**

Apologies were received from Graham Lamb (Patient) and Kelvyn Langford (Patient). Angela wished to pass on apologies to Kelvyn for our previous incorrect spelling of his name.

Angela welcomed Nicola, the new Assistant Practice Manager, everyone round the table introduced themselves. Nicola has been within the NHS for 13 years, most recently at the Winshill surgery.

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

Angela wished to raise a point about medicines.

### **3 Minutes of Last Meeting on 2<sup>nd</sup> April 2019**

No issues.

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

From point 6 - News From The Practice

- Audit of potentially avoidable appointments. Gerry wished to query what constituted a "potentially avoidable appointment". Dr Rafiq gave an example - What can be taken instead of a patient's current drug? This could be queried with a Pharmacist, but sometimes the Pharmacist lacks confidence due to lack of patient details/history and refers a patient back to the GP.
- Angela asked if there had been any issues with the fax machine being switched off and the old website method of ordering repeat prescriptions being removed. Julie explained that as the Newsletter had not been issued removal of the fax and website prescription ordering hadn't happened at the end of April as planned, both will now be done at the end of June. There is a notice in red on the website about that method of ordering repeat prescriptions being removed.

### **5 Group Business**

Angela is unable to attend the NAPP AGM and asked if anyone else was able to, nobody volunteered. In the absence of anyone attending there is a form that can be completed online, which asks whether the PPG agrees that it would be acceptable for NAPP to cease in its present form and become a Charitable Trust. Angela will input the answers discussed during the meeting online.

Due to apologies sent in advance, there were spaces at the PPG meeting. Julie emailed all 3 patients on the PPG waiting list. One was unable to attend due to the meeting clashing with other commitments and has therefore withdrawn from the waiting list. Derek responded and was able to join us.

## **6 News From The Practice**

Julie explained that Nicola will now be the main point of contact for the PPG, however she will still join us occasionally, particularly when Nicola is on holiday.

One of the Medical Secretaries left in March and one Receptionist has also left, both for personal reasons. One post, Medical Administrator, has been filled from within the Practice, but as the new Medical Administrator was previously a Receptionist, recruitment is now ongoing for 2 Receptionists. Sandra and Vivien are dealing with this and are currently at second interview stage.

Online registration is steadily going up, now 20.1%, although the NHS target is 30% or over.

Regarding Systm Online, currently the first 4 of available appointments of each GP are online and available to book. This is the same access as people booking directly with the surgery. This could be increased if the uptake for booking online increases. At the next meeting Julie will arrange for a demonstration of the Systm Online and how to book appointments, using the surgery's dummy log in.

### **NHS Long Term Plan**

- All patients have to be in a Primary Care Network (PCN), within a CCG, which would normally be c30-50k patients, however in this area, East Staffordshire, there are 143k patients.
- Practices are being encouraged to set up official Facebook pages, before other individuals use the surgery name unofficially. The official page can then be properly monitored by the surgery and Redmoor Group who are funded by the East Staffordshire CCG.

Friends and Family results for March (4), April (5) and May (2) were handed out and discussed. There weren't many, but there were no negatives and the number was consistent with other months outside of flu clinic times.

### **Significant events**

- A hospital consultant sent an urgent abdominal blood result through via fax at 15:44 on Christmas Eve, without a follow up telephone call, whilst on this occasion it was picked up it could have easily been missed.
- During February the Surgery received notification of undeliverable mail due to insufficient postage. Dr Georgiou went to collect the letter and paid £2 (as the letter had been sent with no stamp). It turned out to be a Clinical Care letter from Virgin Care. A complaint was made to them, which they acknowledged, and they promised to reimburse the £2, but a refund has still not been received.
- An 85 year old patient ordered, via the website, a prescription for breast cancer drugs, this had been raised in her daughter's name as they had the same forename and address. The lesson learnt is that all prescriptions should have the patient's date of birth checked as well as name and address. Fortunately, this was picked up by a GP before the prescription was issued and removal of the website prescription option will stop it happening in future.

Julie and Dr Sellens completed the "GP Provider Information Collection" with the CQC. The inspector said that there was nothing in the call to suggest a surgery visit was required, but as there is a requirement for one every 5 years, which is imminent, Julie expected a visit within the next 6 months. Angela asked if there was anything we could do to help.

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

As the update was for the last 2 District meetings and there was a lot to cover Judi read out a few very brief bullet points and agreed to forward a more detailed account to all PPG members via email. (See Appendix 1)

Julie had previously been emailed details of the requirement for the PPG to complete a PPG Self Assessment Tool and had printed out a copy which was completed with input from everyone at the meeting. Nicola offered to submit the report.

## **8 Burton and Derby Feedback**

There was no update as Graham was unable to attend the meeting. Nobody had heard any news and Judi mentioned that at the District meeting there were complaints of no feedback to either PPG's or Practices.

## **10 Any Other Business**

Virgin Care have given the CCG notice of their intention to terminate their 7 year contract, which began at the start of May 2016, so will cease at the end of April next year. A question was raised as to whether employees would be transferred back, several people confirmed this would be the case under TUPE [Transfer of Undertakings (Protection of Employment) Regulations 2006].

Angela asked if anyone else had received medicines with sealed or glued boxes/packages, and whether they knew why this was happening. Judi suggested it could be due to medicines being made-up at other pharmacies or depots, Angie thought it may be a requirement for them to be sealed for safety reasons, Judi had read a report of this happening, with Boots in particular sealing theirs in plastic bags.

## **11 Next Meeting**

The next meeting will be held on **Wednesday 14<sup>th</sup> August** 2019 at 6pm with refreshments from 5.45pm. Dr Rafiq will attend.

Agenda items to Nicola or Angela by 31<sup>st</sup> July 2019 please.

## **12 Meeting Close**

The meeting closed at 7.12pm.

<b>Abbreviations:</b>	AGM	Annual General Meeting
	CCG	Clinical Commissioning Group
	CQC	Care Quality Commission
	NAPP	National Association for Patient Participation
	PPG	Patient Participation Group

## **Appendix 1**

### **Update from 11<sup>th</sup> April District meeting**

Changes to the older and disabled bus passes – travel times. From Summer 2019 this means people with the older person's bus pass will no longer be able to travel free before 09.30 and after 23.00. Disabled bus pass holders can continue to use their pass for free travel before 09.30 until they reach pensionable age at which point their pass will be changed to the older person's bus pass.

PPG Self Assessment tool handed out, request for forms to be completed by 31<sup>st</sup> May, completed forms to be returned at the next District meeting.

It was noted that, since the merger, communications from/about University hospitals of Derby & Burton collaboration had not been good, either between the hospitals or from hospitals to GP's.

### **As discussed briefly at the PPG meeting 5<sup>th</sup> June.**

Link to ESCCG newsletter

<https://eaststaffscg.nhs.uk/get-involved/our-nhs-newsletter>

Worth a look, quite informative e.g.

Proposal for a Single CCG (public consultation 5<sup>th</sup> June at Pirelli)

Surveys            Improving access to primary care  
                          Together We're Better - Staffordshire & Stoke on Trent residents invited to have their say on the future of local Health and Care  
                          Draft strategy for carers

Dates for Awareness weeks and specific events

Extended access to GP appointments survey – deadline 16<sup>th</sup> June

<https://nhs.researchfeedback.net/s.asp?k=155661316398>

### **Events coming up**

Thu 11 <sup>th</sup> July	Together We're Better - Staffordshire & Stoke on Trent residents invited to have their say on the future of local Health and Care
Tue 18 <sup>th</sup> June	Diabetes I'm In Charge, Diabetes UK annual event at Pirelli Stadium, 5:30pm – 9:00pm.
Sat 17 <sup>th</sup> August	Health Awareness Day, a joint event arranged by Alrewas, Barton & Yoxall PPG's, to be held at Barton Village Hall.