

BRIDGE SURGERY'S PATIENT GROUP

Minutes of Group Meeting held on

Wednesday 5th October 2016 at 6.00pm

Present:

Charles Pidsley (GP)

Julie Finch (Practice Manager)

Lorraine Bennett (Secretary)

Cyril Burton (Patient)

Angie Carpenter (Patient)

Gerald Chatfield (Patient)

Stanley Cooke (Patient)

Marion Grenville (Patient)

Angela Henry (Chair)

Bernard Latham (Patient)

Ann White (Patient)

Rob Wilkinson (Patient)

1 Apologies

David Leese (Patient)

2 Notification of Any Other Business

Angela wanted to talk about the phone lines and Cyril about Carlton Group Practice.

3 Minutes of Last Meeting on 16th August 2016

These were accepted as being accurate.

4 Matters arising from Minutes of Last Meeting

No matters arising.

5 Improving Lives Initiative/Virgin Care

All members were in agreement that the presentation at our last meeting by Lyse Edwards from Virgin Care was extremely disappointing. Bernard commented that the paperwork received from Marion was far more informative. Lyse failed to answer any questions and was very unclear, unimpressive and non-committal.

All members voted unanimously to have another presentation from Virgin, ideally from Chris Garner who had been very informative during a previous presentation attended by Angela and Marion. Julie will arrange this but due to time restraints this may need to be a special meeting as the next meeting in December is the AGM. Bernard asked if it could be a Q&A meeting as opposed to another presentation.

A meeting has been arranged for Tuesday 1st November at 6pm. Wetmore Road Surgery's and Carlton Group's respective patient groups and VPG members have also been invited.

Dr Pidsley did mention that Virgin Care's progress is slower than they had anticipated but it will take a while. Dr Pidsley answered a few questions from members regarding Virgin Care and advised members to join Virgin's Citizen Panel if they hadn't already. Marion confirmed she is already a member.

6 Group Business

Julie confirmed there was still no news regarding the District Group minutes. She has emailed John but he hasn't replied as yet.

Marion and Angela attended the Diabetes UK presentation at the de Ferrers Academy on 16th September. They both found the presentation to be very informative and impressive. There were numerous stalls including Desmond, Retinal Eye Screening and also Meadowside, ESBC, Health Watch and Virgin Care were in attendance. It was also suggested that maybe it would have been beneficial for patients to attend. Julie confirmed there had been a poster in the waiting room advertising the event and all details were on our website.

Angela and Marion also attended the Virgin Care meeting which was held at Branston Golf Club on 21st September. The event was presented by Chris Garner, assisted by Paul Whiteside, Managing Director from Virgin Care and Dr Magnus Harrison, Medical Director from Queens Hospital. Areas that were covered were the Rapid Response Service (formally Community Intervention Service) and how they are working towards 24 hour cover.

It was explained that the GP Out of Hours Service would be moving from Cross Street to Queens Hospital. The changes are proposed for October and would benefit patients by avoiding delays and help reduce waiting times in A&E and allow staff to focus on treating patients with emergency conditions. Cyril commented that the issues raised were parking issues and signage.

Angela and Rob had attended the Saturday Flu Clinic on 1st October to highlight the following areas to other patients: the Burton Albion Community Trust, PPG, VPG, SystemOnline, Friends and Family Test and electronic prescribing. They also gave out "message in a wallet" packs provided by Lions Club. There were approximately 80 Friends and Family Test forms completed. They had a varied response from patients.

Cyril has all details if members are interested in joining Health Watch.

7 News from the Practice

Julie confirmed that the duty doctor system is ongoing. It is currently in its third month and will carry on for six months and then the situation will be assessed. Angela confirmed she had received some good feedback about this whilst at the flu clinic.

Stanley commented that a friend contacted the surgery recently with a painful shoulder and was not offered to be contacted by the duty doctor. Dr Pidsley suggested patients should be specific in what they require to the receptionist.

Julie confirmed that she is currently in the process of interviewing for a new receptionist. Final interviews were today and a decision will be made tomorrow.

Julie confirmed that the Electronic Prescribing Service will go live on Tuesday 11th October. Currently 30% of patients have a nominated pharmacy.

Flu Clinics are currently underway. This Saturday (8th October) will be the third Saturday on which clinics have been running and another one is to be arranged during the week, possibly November half day closing.

Children's flu clinic for patients aged 2, 3 & 4 will be arranged soon. We have approximately 300 patients eligible.

Julie informed members about two significant events:

- A doctor left an empty specimen bottle and form at reception for a patient to collect but it was mistakenly sent to Queens Hospital, therefore resulting in a nil result and a delay/inconvenience for the patient. *Learning Outcome: Do not put empty bottles in the sample bag.*
- Mother attended the surgery and queried when her baby's first immunisations were due. Her baby was currently 7 weeks old and these are currently administered at 8 weeks. Unfortunately the baby's discharge summary had not been received from Queens Hospital which triggers the baby check/immunisation appointment to be generated. A special appointment was arranged for the following week and the immunisations administered at 8 weeks old. This has also been reported as 'Soft Intelligence' to the Clinical Commissioning Group (CCG). *Learning Outcome: All new baby registration forms are passed to Admin (who arrange the baby check appointments) and also monthly searches are run as a failsafe to prevent this happening again.*

Julie had received a suggestion from a patient via the website suggesting that an on-line appointment system would be a good idea. Julie had contacted the patient and advised her how register for on-line services.

Rob commented that the Bridge Surgery website is not very interesting and found a few issues with SystemOnline. Julie acknowledged Rob's point but advised that she wasn't a website designer and just ensured that the website content was kept up-to-date. SystemOnline is supplied by our clinical software supplier and cannot be amended.

Bernard suggested asking new patients for their email address when they register to enable us to highlight the PPG and VPG.

8 GP and Patients Surveys

Julie confirmed that details will be discussed at the next Practice Meeting to be held later in the month although it is likely that the date to distribute the surveys will now be December.

9 National Association for Patient Participation (NAPP)

Gerald commented that the issues raised were GP funding and how PPG members should be more involved with patients to promote patient engagement.

Dr Pidsley mentioned that the Health & Wellbeing Board were arranging an event on obesity in the New Year but was unsure as to its location. Some members would be interested in attending.

10 Virtual Patient Group

There are currently 42 members. Julie will add details of the VPG to new registration welcome packs.

11 Burton Albion Community Trust

We had received leaflets from Burton Albion Community Trust. All members were impressed with the extensive services they offer. Angela confirmed that if required we could arrange a meeting at Burton Albion.

12 Any other Business

Passing on a comment received at the flu clinic on October 1st, Angela asked if it would be possible to put a noise (possibly a beep) onto the phone system for patients on hold to determine that the call is still connected.

Cyril mentioned that the Carlton Group Practice had given their patients 6 weeks to register with a new practice if they live out of the practice area and wanted to know if we had any plans to do this. Julie confirmed no but if a patient moves house to outside of our 'outer boundary' they will be asked to register with a new GP. There is a map in the waiting room with the boundaries marked.

13 Date and Time of Next Meeting

AGM is on Wednesday 7th December 2016 at 6.00pm with refreshments from 5.45pm. Dr Handley will be attending. Agenda items to Julie or Angela by 25th November 2016.

Angela informed all members that she will be resigning from Chair as from 31st December 2016 in accordance with the Constitution and asked if other members would consider giving thought to putting themselves forward for the position.

14 Effectiveness of Meeting and Meeting Close

"In depth discussion". The meeting closed at 7.45pm.