

# **BRIDGE SURGERY'S PATIENT GROUP**

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

**Wednesday 7th December 2016 at 6.00pm**

### **Present:**

Louise Handley (GP)

Julie Finch (Practice Manager)

Sandra Gallear (Administrator)

Lorraine Bennett (Secretary)

Cyril Burton (Patient)

Gerald Chatfield (Patient)

Stanley Cooke (Patient)

Marion Grenville (Patient)

Angela Henry (Chair)

Bernard Latham (Patient)

Ann White (Patient)

Rob Wilkinson (Patient)

### **1 Apologies**

Angie Carpenter (Patient). Absent (no apologies received) David Leese (Patient).

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

Ann wanted to talk about delayed hospital results, Gerry about a defibrillator regarding the District Group and Cyril about Fire Safety, Queens Governors and face masks.

### **3 Minutes of Last Meeting on 5<sup>th</sup> October 2016**

These were accepted as being accurate.

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

Gerry asked if we had received any information regarding an obesity event. Julie confirmed that she hadn't but will ask Dr Pidsley.

### **5 Improving Lives Initiative/Virgin Care**

All members who attended the Virgin Care presentation held on 1<sup>st</sup> November were very impressed. Chris Garner who gave the presentation was informative, open and honest and answered all questions appropriately. Julie Pickering, Practice Manager from Carlton Street and two members from Wetmore Road PPG were also in attendance.

It was agreed to keep Virgin Care on the agenda and to review at every meeting.

### **6 Group Business**

This being the AGM meeting Angela confirmed that she will be resigning from Chair as from 31<sup>st</sup> December 2016. She asked all other members if they would be willing to put themselves forward for the position of Chair and for Secretary. Bernard offered to replace Angela as Chair from 1<sup>st</sup> January 2017. Rob proposed him, Angela seconded and the members were unanimous in voting him in. There were no volunteers to take on the role of Secretary and so Lorraine will very kindly continue to assist with the Minutes.

Angela asked all members if they had reviewed the Constitution and asked if anything needed to be amended. All members agreed that no amendments were required at this stage but will contact Julie if anything arises.

## 7 News from the Practice

Dr Handley introduced herself to us, this being her first attendance at a PPG meeting. She has worked at Bridge Surgery for 10 years and works 3 days a week. She alternates her hours with Dr Sellens. Dr Handley will be attending the next PPG meeting.

Julie distributed to all members the latest Friends and Family Test results. The results include September, October and November 2016. On the whole the results are very positive. Julie explained that she reports the figures monthly and they are then filtered onto the NHS Choices website. All doctors are now keeping Friends and Family forms in their rooms to give out to patients as appropriate.

Julie will compile an annual Friends and Family Test result summary for the next PPG meeting.

Julie distributed the latest draft newsletter from Bridge Surgery which includes the following information:

Annual medication reviews will now be planned (where possible) in the month of the patient's birthday. This will hopefully simplify matters and help to ensure that everybody is reviewed in a timely manner. This will also include nurse led reviews such as asthma and diabetes.

Stanley had a recent experience where he had mislaid his Insulin pen. He contacted the surgery and spoke to Dr Wong who promptly sorted this. He wanted to thank all staff involved for their efficiency and help.

Bernard explained that he also forgot his medication when he went on holiday. He also confirmed that the surgery dealt with this efficiently and wanted to thank all staff involved.

Rob was also impressed with the new Electronic Prescription Service (EPS).

From November our female patients who are aged 50 to 70 are being invited for breast screening. Women over the age of 70 are still eligible but need to request that they be invited for screening. Anyone interested should contact the South Staffordshire Breast Screening Service on 01785 886777. The screening will be at Queens Hospital.

Dr Turner, our new part-time Trainee GP, joined us in November for a 15 month placement. Dr Turner joins our other GP Trainee, Dr Khan who is on placement until July 2017.

The newsletter also shows on the reverse the Surgery's Christmas and New Year opening times.

Julie informed the group that we have a new receptionist called Marie and she is doing extremely well.

Sandra reminded members that if a doctor asks you to make a follow up appointment please make the appointment before leaving the Surgery. Julie will add this as a 'Message of the Moment'.

Julie also confirmed that a Patient Group and Virtual Patient Group flyer are now included in all new patient welcome packs which will highlight the groups and hopefully recruit new members. The information is also on our website and on the LED display in reception.

Rob asked if there was a facility on the telephone system to add a message to remind patients to register for on line services. Julie responded she was hoping to record a new message in the near future and could include this.

Julie informed members about two significant events which were discussed at the recent Clinical Governance meeting held on Monday 5<sup>th</sup> December:

- A Practice nurse contacted a housebound patient to inform her she would be attending to administer her flu injection. The patient's husband informed her that she had already been given the injection the previous week by the District Nurse. We had previously contacted the District Nurse Team Leader before this incident to inform them that we would be administering all flu injections ourselves.
- A Practice Nurse rang a residential home to inform them of her impending visit to administer flu injections to our patients living there. Staff from the home told her that a GP from another surgery

had already given one of our patient's his flu injection. The Nurse contacted the relevant GP surgery who informed us that they had not given the flu injection.

## **8 GP and Patients Surveys**

Julie confirmed that the surveys will be distributed next week and distributed a draft copy of the survey to all members. Each survey is specifically barcoded for each doctor and are externally assessed. Stanley offered to help distribute the surveys on Monday and Angela and Bernard on Tuesday.

## **9 Virtual Patient Group**

Julie confirmed there are currently 45 VPG members. The flyer is included in the new patient registration packs.

## **10 Any Other Business**

Ann mentioned that she had been informed that there had been a delay of up to four weeks in receiving post-operative breast tissue histology results from Queens Hospital. Dr Handley confirmed that she wasn't aware of a delay and there had been no significant events reported. Julie will ask Dr Pidsley to see if he is aware of the situation.

Cyril distributed to all members a card from Staffordshire Fire and Rescue Service. They offer a free home fire risk check to identify potential hazards, discuss escape routes, provide tips and advice to help to stay safe in your home and fit lifesaving equipment such as smoke alarms. They also offered to give a talk at a future meeting if required.

Cyril also mentioned that the Governors at Queens Hospital would also be happy to give a talk at a future meeting and answer any questions if required. It was decided that it would perhaps not be beneficial for them to attend (only two votes in favour). Ann would be interested in attending a public meeting held at Queens and will contact them for the information.

Cyril questioned if face masks would be beneficial in helping patients with breathing problems and if they would be cost effective.

Gerald mentioned that Tutbury Surgery's Patient Group have funded a community defibrillator through charitable events. Julie confirmed that we have a defibrillator at the surgery but thought that this was for the community and would be located somewhere in the village.

## **11 Next Meeting**

This has been arranged for Wednesday 8<sup>th</sup> February 2017 at 6.00pm with refreshments from 5.45pm. Dr Handley will be attending. Agenda items to Julie or Bernard by 27<sup>th</sup> January 2017 please.

## **12 Effectiveness of Meeting and Meeting Close**

'Timely'. The meeting closed at 7.30pm. Angela thanked all for attending, especially Dr Handley.