

BRIDGE SURGERY'S PATIENT GROUP

Minutes of Group Meeting held on

Wednesday 8th February 2017 at 6.00pm

Present:

Louise Handley (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 (Patient)

Graham Lamb (Patient)

Bernard Latham (Chair)

David Leese (Patient)

Rob Wilkinson (Patient)

1 Apologies

Ann White (Patient)

2 Notification of Any Other Business

Angela wanted to talk about attendance at PPG meetings, Rob wanted to talk about EPS and Julie wanted to talk about the Burton & Derby collaboration update.

3 Minutes of Last Meeting on 7th December 2016

Julie reported that Graham had contacted her to clarify that as a Governor at Queens Hospital (and Virtual Patient Group member) he was keen to attend a Patient Group meeting in order to listen to the concerns relating to healthcare and Queens Hospital. He did not wish to give a talk to the group. Other than this point, the minutes were accepted as being accurate.

4 Matters arising from Minutes of Last Meeting

Gerald confirmed that Julie had advised after the last meeting that the obesity event is to be held at Stafford in March.

5 Improving Lives Initiative/Virgin Care

There are no further developments from Virgin. Marion commented that there was some information regarding Virgin Care in the 'Your Hospitals' newsletter that had been distributed to all members. Cyril mentioned that there still appears to be communication problems with Virgin. Graham confirmed that he believed that there will be some scope changes but as of this stage was unsure as to what these entail.

It was agreed Virgin Care will be discussed again at the next PPG meeting.

6 Group Business

Bernard asked if any member would be willing to put themselves forward to take on the position of Secretary. No members volunteered for this role but Bernard will add to the agenda for the next PPG meeting. Bernard thanked Angela for all her hard work and dedication during her previous role as Chair.

7 News from the Practice

Julie distributed to all members the latest Friends and Family test results for December 2016 and January 2017. Julie confirmed that most are received are hand written, the website has not been used since November 2016 to submit a form. Julie also produced a Friends and Family Test annual summary for 2016 which was compiled by Dr Wong. She explained that the Friends and Family Test is a contractual requirement and that she reports the figures monthly which are then reflected on the NHS choices website. All doctors are now keeping Friends and Family forms in their rooms.

Julie distributed to all members a letter compiled by Dr Sellens to be given to a deceased patient's family member when collecting a death certificate from the surgery. The letter was devised to help relatives and family members and to provide them with valuable information. Graham and Angela asked if it could possibly be on a different format i.e. A5 two sided. David asked if sub headings could be added and spaced differently. All members confirmed the content was excellent and thanked Dr Sellens.

Julie confirmed that the Citizens Advice Bureau (CAB) will no longer be attending the surgery as from April 2017.

Julie confirmed that 'care.data' project was decommissioned last July and she had removed publicity about it from the waiting room and website.

Julie advised that GP Trainee Dr Seedat will be returning part time from her maternity leave in March for approximately 3 months to finish her training.

Julie reported that the receptionists had recently attended a telephone training workshop whereby they will be asking patients for further information when they call the surgery in order to help them deal with the call in the most appropriate way. Dr Handley explained that this will help prioritise calls, improve efficiency and relieve the pressure on the doctors. There will also be a change of message on the telephone and other publicity e.g. newsletter about this before it is introduced.

Julie informed members about two recent significant events:

- Practice Nurse completed an asthma review on a patient and inadvertently wrote the wrong date on the asthma care plan. Patient attended on a Saturday when the surgery was closed
Learning Outcome: Ensure data on plan is correct and get patient to check.
- Patient attended Out of Hours (OOH) and was dispensed medication. They saw the GP the following day as no better who discovered they had been given the wrong medication.
Julie confirmed that has been reported to OOH who had investigated the incident and provided a comprehensive response to the practice.

Rob advised that he had recently had problems with the Electronic Prescription Service (EPS). He had requested his medication via SystmOnline but Asda Pharmacy had no record of it when he went to collect it. He was issued with an emergency prescription. Julie will look into it and feedback to Rob directly.

8 GP and Patients Surveys

Dr Handley thanked the Patient Group members who helped distribute the surveys in the waiting room and confirmed that in total around 250 surveys were completed in December. This valuable feedback from patients is required at least every 5 years as part of the GMC guidance for revalidation. She explained that feedback from colleagues e.g. other members of the surgery team is also obtained. Julie advised that the results have also been used by some of the doctors as part of their annual appraisal. Angela mentioned that all patients were happy to complete the surveys.

9 Virtual Patient Group

Julie confirmed there are currently 45 Virtual Patient Group (VPG) members. More would be beneficial.

10 Any Other Business

Angela asked if we could advertise for another patient to attend the PPG meeting as currently only VPG members can attend if there is an absence from a PPG member. This would highlight the PPG and VPG. Bernard and Angela will compile some draft publicity.

Graham talked about the collaboration between Burton and Derby Hospitals, in conjunction with the newsletter Julie had distributed. This is due to financial pressures and Graham informed us that both hospital will work together to provide a better pathway for patients. Cyril questioned about future job losses. Graham also mentioned that issues had been raised regarding transport concerns and the A38 access. Angela mentioned that the hospital signage needs to be addressed as there are currently no signs to Derby Hospital.

David wanted to make members aware that there could possibly be a new 'polyclinic' in Burton. Further information about polyclinics can be found on the internet.

11 Next Meeting

This has been arranged for Wednesday 10th May 2017 at 6.00pm with refreshments from 5.45pm. Dr Pidsley will be attending. Agenda items to Julie or Bernard by 26th April 2017 please.

12 Effectiveness of Meeting and Meeting Close

'Congratulations to the new Chair'. The meeting closed at 7.05pm. Bernard thanked all for attending.