

BRIDGE SURGERY'S PATIENT GROUP

Minutes of Group Meeting held on

Wednesday 9th May 2018 at 6.00pm

Present:

Dr C Pidsley (GP)	Angie Carpenter (Patient)	Angela Henry (Chair)
Julie Finch (Practice Manager)	Gerry Chatfield (Patient)	Graham Lamb (Patient)
Sandra Gallear (Administrator)	Marion Grenville (Patient)	Mick Robinson (Patient)
	Judi Griffiths (Secretary)	

Graham gave us an update on the Burton and Derby Collaboration, before leaving early to attend another meeting.

If the merger was approved by NHS Improvement and the Competition & Markets Authority, the original plan was for the merger to take place 1st April. The Competition & Markets Authority's finding was that although there were negative aspects as far as competition was concerned the compelling patient benefits were greater. NHS Improvement then looked into the merger, but unfortunately the financial situation had changed and there was then a larger deficit (£4m); this was mainly due to operation postponements in January leaving Consultants underutilised. A reasonable case was made, but NHS Improvement felt that rather than rush things they preferred to postpone the decision, giving longer for the case to be proven and for them to gain confidence in the new figures. A further meeting will be held in early June; the decision may be known as early as the 11th June, with a new merger date set for 1st July, which is conveniently the end of the 1st quarter.

Dr Pidsley asked if the Board of Governors appeared to be of a mind to approve the merger. Graham responded that as some key people had already gone and not been replaced and some services had already changed, whilst not impossible, it would be difficult not to merge now.

1 Apologies

No apologies received.

Prior to the meeting resignations had been received from David Leese (Patient), Maureen Wildman (Patient), Stanley Cooke (Patient).

2 Notification of Any Other Business

None.

3 Minutes of Last Meeting on 14th March 2018

The minutes were accepted as being accurate.

4 Matters arising from Minutes of Last Meeting

Waste Champion – Julie informed us that the Head of Medicines Optimisation had contacted all practices to enquire whether a member of the PPG had volunteered to be a waste champion and to advise that sessions were being arranged to give more details about the position. Julie explained that we had discussed this at our last meeting, but that nobody wanted to take on the role, we duly discussed it again but still nobody wanted to take it on.

Gerry mentioned that at the last meeting he had agreed to ask the Healthwatch representative whether he would still like to have a stand at the surgery, unfortunately he did not attend the last District meeting, Gerry will ask him at the next one on 24th May.

Unfortunately the PPG has had a record number of resignations. David Leese realised that he had resigned by not attending or sending apologies, he is going to be doing other things, but may come back to the group next year. Maureen felt that she was unable to commit enough time at present, but would also like to return, perhaps next year. Stanley had also resigned. Julie had issued notices about joining the group and had that afternoon spoken to a patient who wished to join but they were not able to attend this evening, so have been invited to the next meeting. This leaves 2 vacancies. There are notices on the reception desk to encourage applicants.

5 Group Business

Judi asked whether the practice or PPG had any plans for PPG Awareness Week (4th - 9th June). Julie had printed off the relevant documents but hadn't had chance to look at them, she then read out the suggested activities that PPG's could follow, but, especially given our depleted numbers and the fact that some people will be on holiday then, nobody felt able to contribute.

Judi asked whether the group would like talks from the following -

Sue Adey-Rankin and John Bridges to discuss the workings of the District Group. It was felt that Judi and Gerry could pass on enough information.

John Bridges and Ann Tunley from Burton Diabetics UK Group. Dr Pidsley suggested that rather than use their valuable time attending our meeting we would gain more from attending one of their Public Awareness Events. The next one is being held at the Pirelli Stadium 5th June for which they have Dr Jen Nash, a particularly charismatic speaker lined up.

Helen Russell, Carers Association Southern Staffordshire, a charity who look after unpaid carers. The group agreed that this would be very helpful, as often people are unaware that they or a friend or relative who are actively but not necessarily known as carers. Judi will get in touch with Helen and ascertain potential dates.

6 News from the Practice

Dr Pidsley announced that he will be retiring, in July, from both the Practice and the CCG. His daughter will be having a baby in June so he will be concentrating on taking it easy and being a grandparent. Everyone expressed their thanks for his help and commitment with the PPG. There will be a coffee morning held in the Surgery's Waiting Room on 7th July for patients to say goodbye and wish him well. Julie stated that although a second advert for a replacement had been placed there had only been minimal interest and had therefore been unsuccessful. As with the whole of the country there was a shortage of Doctors who wanted to take on a salaried GP role, currently most seemed to prefer the flexibility of being a locum.

Our GP Trainees, Dr Richards and Dr Zamir will still be with the Practice until August and June respectively and Dr Sultana will be coming back from June until December to finish training.

The Practice has now recruited a Clinical Pharmacist, Manzar Maqsood. Starting in June, he will split his time between the Practice and Barton, initially he will mainly look at repeat prescriptions and hospital discharge notifications, for which he will ring to check details with the patient and enter them onto the computer. This is work that our existing Practice Pharmacist does not have the capacity to undertake as she only works 5 hours per week. Manzar previously worked for Boots. He is almost qualified as a prescriber and will in future be able to issue prescriptions himself, hopefully in July.

The new telephone system for the Surgery has been chosen, and should be installed between mid-June and mid-July. After installation Sandra and Julie would like feedback from the PPG members. A question was raised as to what percentage of patients booked appointments online, rather than using the telephone, Julie would find out this information but confirmed that 13-14% of patients were registered for online services and the NHS target was 20%. Sandra said that most new patients registered for System Online but they didn't know how many actually used it.

Julie handed out the Jan - March Friends & Family Test results. The numbers were disappointingly low, as usual, but most comments are complementary.

Significant events

None to report.

News from the CCG

Dr Pidsley gave us his final update from the CCG. From what were essentially 6 CCG's each with a Governing Body and Senior Management Team, there is now a single Management Team with a single Accountable Officer, Marcus Warnes and one Senior Executive Team supplying the senior management; this has been in place since November. Tony Bruce and Wendy Kerr serving their notice had caused the delay with East Staffordshire CCG, but the new structure has now been in place for ESCCG for about 6 weeks. 5 or 6 of the old team have been "displaced", which has had a disruptive effect on the team and morale in general.

NHS England seemed to be airing the beginnings of a proposal that all CCG's could be merged into one.

7 Virtual Patient Group

Numbers seem to be remaining stable at about 42.

8 Burton & Derby Collaboration Update

Graham gave us an update at the start of the meeting.

9 Any Other Business

Gerry read out the benefits of belonging to NAPP, Julie confirmed that the Practice was registered.

Julie stated that the practice was struggling to gain appropriate information about some specific aspects of GDPR, Gerry pointed out that you don't have to be compliant by the date (25th May), as long as you could demonstrate that you were working towards compliance.

Angela had been looking at the Surgery website and noticed that information about going to University was dated 2016, Julie advised this was still correct information but will check and amend the file name.

Judi asked whether all PPG members were aware of the Virgin Care Citizens Panel and explained to those that weren't the basics of what you can sign up for. Julie Harrison, the newly appointed Communication & Engagement Lead had presented at the last District meeting and wanted to reinvigorate the Citizens Panel. Marion, Angela and Dr Pidsley agreed that it had been very poor, but mentioned that that of late there had been several emails. Judi was asked to speak to Ann Tunley at the District meeting to see if she can gain support from the Burton Albion Community group to encourage youngsters to join the panel.

10 Next Meeting

This has provisionally been arranged for Wednesday 18th July 2018 at 6pm with refreshments from 5.45pm. Agenda items to Julie or Angela by 4th July 2018 please.

11 Effectiveness of Meeting and Meeting Close

Very informative, good, well chaired. Dr Pidsley stated that we were a very helpful and constructive PPG.

The meeting closed at 7.30pm.

Abbreviation: PPG Patient Participation Group