

# **BRIDGE SURGERY'S PATIENT GROUP**

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

**Wednesday 11th December 2019 at 6.00pm**

### **Present:**

Dr Louise Handley (GP)

Nicola Bailey (Asst Practice Manager)

Marion Grenville (Patient)

Sandra Gallear (Administrator)

Judi Griffiths (Secretary)

Angela Henry (Chair)

Graham Lamb (Patient)

Kelvyn Langford (Patient)

Mick Robinson (Patient)

Derek Walker (Patient)

### **1 Apologies and Introductions**

Apologies were received from Melissa Palfreyman (Patient) and Carol Riches (Patient).

Angela welcomed Derek to the meeting as a new member (having previously attended as a Virtual Patient Group member).

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

Derek has a couple of topics to discuss.

### **3 Minutes of Last Meeting held on 16th October 2019**

No issues. The Minutes were unanimously approved.

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

From the Minutes of Last Meeting, point 6 – News From The Practice – Graham raised a few questions, one of which was whether the surgery had a letterbox at a convenient height for a wheelchair user. Nicola has checked and the one in the “middle” door is considerably lower and should be suitable.

### **5 Group AGM – Election of Officers and Constitution Changes**

As this was the AGM, in accordance with the constitution, the Chair and Secretary are obliged to resign, this occurs on the 31<sup>st</sup> December, new appointees to begin tenure 1<sup>st</sup> January. Angela and Judi both duly resigned. Judi stated that she would stand again, Angela said she would welcome “new blood” at the helm, but was willing to stand again, if nobody else wished to. There were no other candidates, after a show of hands, Angela and Judi were unanimously accepted into their previous roles.

A discussion then took place, as to whether there were any issues with The Constitution and whether it required any changes. There was only one point raised, by Graham, as to whether the VPG should be included. Angela responded that no they shouldn't as The Constitution was for the PPG only.

### **6 Group Business**

Virtual Patient Group member numbers remain steady at 48 (30 female, 18 male), all within the 35-65 age group. During the Flu Clinics PPG members put effort into promoting the PPG, but there have been no new requests to join.

### **7 News from The Practice**

Staffing

- Sandra had previously interviewed for the two vacancies, as there were three very good candidates all three have been set on, two to cover the vacancies and the third to “float” covering holidays and sickness, however she will have a guaranteed number of hours and has knowledge of the rota 2 weeks in advance. It has been a difficult couple of months, but with Sharon, Denise and Dawn now having started the surgery have their full compliment of reception staff (10).
- The new part-time Practice nurse Helena will be started on 11<sup>th</sup> November and is doing really well.

- Doctors McKee and Manion have both now gone on maternity leave. Inevitably this means “lost” appointments, however a new trainee, Dr Osman (who has been with the Practice before), starts back in February and appointments in between will be covered by locums.

#### Online

- Online registration is up 1% to 26.2%, whilst this seems small, it is still a good increase and very welcome. Kelvyn suggested advertising in the waiting room and or on the Jayex, it was also mentioned that something could be put on the two pillars either side of reception.

#### Flu Clinics

- There are no scheduled flu clinics, but any patients who haven't yet been vaccinated are being invited to attend.
- For children of 2-3 years, the Practice has had the highest uptake for the whole of the CCG.

#### Friends and Family Test Results

- October and November results were very good, due to efforts at the flu clinics, with no adverse comments received.

#### Significant Events

- On the morning of the last meeting, whilst waiting to book in, a patient collapsed and fell straight back. The receptionist dealt with the situation very well, fetching the first doctor available, putting up screens and calling for an ambulance. Oxygen was given and a defibrillator deployed (although not activated). The receptionist moved all other patients to the area near the nurse's rooms. The patient went in the ambulance and was subsequently fine.

The lessons learnt from the incident were -

- The on screen “panic button” should have been used, this would have displayed a message to all monitors.
- The surgery currently only had one privacy screen which was not enough to protect the patient and another screen has been ordered.
- Actions/jobs need to be allocated to each person that arrives, rather than 1 person trying to do too much.

Graham wanted to ask a few questions:

- The SystmOnline prescription service showed, for a particular medicine, that there was 1 issue remaining, but a notice was displayed stating that an appointment was necessary. However, when entering the detailed screen, he had been able to order the relevant item. Sandra reminded us all that repeat prescriptions cannot be ordered more than 10 days in advance, wondering if this had been a factor in this case.
- When a patient has numerous items to order at a time, if a new prescription is issued it may not contain sufficient medication to cover the same length of time as existing repeats, which means additional trips to a pharmacy. Nicola said that Manzar is able to alter the prescriptions to get them all in line, she will mention the issue to the receptionists so they can notify patients when prescription queries are raised. A notice could also be put on the website and possibly in the waiting room as well.

The CQC inspection has taken place, all detail is available on the website, the result was “Good” overall, with only 1 aspect that required improvement (staff files).

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

District Group meeting moved from 7<sup>th</sup> to 14<sup>th</sup> November.

As previously informed, Judi did not attend, on this occasion neither did Gerry (possibly due to the date being changed). No discussion took place as minutes have only just been received.

Angela asked again if anybody else was interested in attending, Kelvyn stated that he was. The next meeting is to be held Thursday 16<sup>th</sup> January 10:30am until 1pm, venue as yet to be determined, although where possible they are usually held at Burton, Barton or Uttoxeter Fire Stations.

It was noted that an ex Chair of our PPG, Dave Bassett, is now a Healthwatch representative, Angela mentioned that she had recently seen our three previous Chairs, Dave, Rob and Bernard; all are fit and well.

## **9 Burton and Derby (Hospital) Feedback**

Graham gave the following updates:

- As mentioned at the last meeting, progress on the new multi-storey car park at Burton had stalled, that situation has not changed, there are still problems getting capital released. The timing is also unfortunate due to the election announcement.
- The main focus up to February will be on increasing availability of beds.
- The timetable for stroke patients in hyper acute phase being specifically admitted to Derby should be available at the end of Quarter 2 next year (September 2020). Graham wants to raise the profile of this at the next governors meeting (Friday morning) to see if anything can be done to bring this forward.

## **10 Any Other Business**

Derek had a couple of points to raise.

- He wanted to know if there was any truth in an announcement he had seen in the national press, about the end of paper prescriptions, to save the NHS millions of pounds. Neither Dr Handley nor Nicola had heard anything about it and thought that it may be just speculation.
- He has received a letter from the surgery concerning failure to turn up for an appointment (which had been made and cancelled via computer). He believes he'd made sure that it had been cancelled, but something is definitely not right, he admits it could be him, but wants to know if that's the case, what he did wrong. Sandra says she can do an audit on the system to show any access made to the system by an individual patient, it was agreed that Derek would make an appointment then cancel it, noting the time & date, then let Sandra know so that she can investigate.

## **11 Next Meeting**

It was agreed that the next meeting will be held on either Tuesday 11<sup>th</sup> or Wednesday 12<sup>th</sup> February 2020 We've gone with Tuesday if you want to delete the other not at 6:00pm with refreshments from 5.45pm. Dr Gulzar will attend. Dr Gulzar has now confirmed that she can only be there on the 11<sup>th</sup>, so our meeting will be on the Tuesday, 11<sup>th</sup> February.

Apologies in advance from Graham, as he will be away.

Agenda items to Nicola or Angela by 28<sup>th</sup> January 2020 please.

## **12 Meeting Close**

The meeting closed at 6.50pm. Angela thanked everyone for attending and wished all a happy Christmas & New Year.

<b>Abbreviations:</b>	DG	East Staffordshire District Patient Engagement Group
	PPG	Patient Participation Group
	UHDB	University Hospitals of Derby and Burton