

BRIDGE SURGERY'S PATIENT GROUP

Minutes of the Group Meeting held on

Tuesday 11th February 2020 at 6.00pm

Present:

Dr Sulma Gulzar (GP)

Nicola Bailey (Asst Practice Manager)

Gerry Chatfield (Patient)

Marion Grenville (Patient)

Judi Griffiths (Secretary)

Angela Henry (Chair)

Kelvyn Langford (Patient)

Melissa Palfreyman (Patient)

Carol Riches (Patient)

Derek Walker (Patient)

1 Apologies and Introductions

Apologies were received from Sandra Gallear (Administrator), Graham Lamb (Patient) and Mick Robinson (Patient).

2 Notification of Any Other Business

Derek - Duplication of treatment between Burton and Derby and Kelvyn - Difficult Decisions.

3 Minutes of Last Meeting held on 11th December 2019

No issues. The Minutes were unanimously approved.

4 Matters arising from Minutes of Last Meeting

None.

5 Group Business

Somebody new would like to join the PPG, as there are currently no spaces, he has been placed on the waiting list. Nicola asked if anyone unable to attend a meeting could send their apologies as soon as possible, so he could be invited to a meeting.

As Judi is not attending District Group meetings at present, Angela again asked if anyone else would like to join Gerry and Kelvyn, Carol responded that she might. Angela requested they each confirm their intention to attend with her so that she could ensure no more than three people attend each meeting.

6 News from The Practice

Coronavirus

- Posters have been placed on the inner front and back doors, these request that patients showing any of the publicised symptoms do not enter the building. There is also a notice displayed when patients log on to System online.
- Angela asked if a poster could also be placed outside, Nicola suggested they could perhaps laminate some and place them on the outside of the outer doors.
- Dr Gulzar stated that whilst advice is updated on a daily basis, the procedure they currently have in place, if a GP suspects a patient may have the virus who is already in consultation then the GP is to leave the room immediately and wash their hands and the patient is to contact 111, the isolation room is the disabled toilet (as it is easily wiped / disinfected).

Staffing

- Dr Osman, an ST3 who has been with the Practice previously, started last Monday, he is already seeing patients and will be with us for 12 months.

Online

- Online registration is still slowly increasing and is up from 26.2% to 26.8%.

VPG

- Static at 48.

Flu Vaccine

- Adult uptake is down on last year although there has been a recent flurry of enquiries following the coronavirus publicity.
- A bulk text message is going to be sent out to all patients who haven't yet had their flu vaccination.
- Flu vaccination should have started in September but the vaccines were not available until mid- October. The supplier, used for the whole of East Staffordshire, is to be changed for next year.

Friends and Family Test Results

- None for December and only one for January.

Significant Events

One of the Sisters had 2 patient appointments booked, one after the other, for a husband and wife. Both patients went in together. Bloods were taken from the wife, but by mistake the husband's name was entered on the sample label. Fortunately, Dr Sellens picked this up when the results came in, and there was no harm done. The font on the labels the nurses use is very small, going forward they will be using labels with larger font.

Online consultations

- The Practice has to sign up to carry out online consultations, before the end of March. There will be a link on the website.
- The relevant process has 60-80 problems listed, with the condition, symptoms and information, if at any time during completion a patient enters any "trigger" words e.g. chest pain, a message will be displayed informing the patient to call 999.
- At the end of the process if the patient is not happy with the advice given, they can complete an online form, which will be looked at by a Doctor, who then aims to respond within 48 working hours to act on each form.
- Posters and flyers will be displayed / available when this goes live after 30 days.
- These online consultations will be offered alongside all existing processes.

7 East Staffordshire District Patient Engagement Group

Meeting Thursday 16th January. No discussion took place as Judi did not attend (previously notified), and on this occasion neither did Gerry or Kelvyn.

8 Burton and Derby (Hospital) Feedback

Graham had sent his apologies as he was unable to attend this PPG meeting, he had said he would forward some information, but neither Angela or Nicola had received anything.

9 Any Other Business

Kelvyn gave us feedback on an event he attended entitled –

Making Difficult Decisions - Commissioning Healthcare in Difficult Times

During a consultation period, 6th Jan to 1st March, a number of events are being held discussing the difficult decisions NHS Clinical Commissioners have to make about funding. The 6 CCG's in Staffordshire and Stoke-on-Trent are seeking views on 6 specific services that are currently available to NHS patients and whether they could reduce investment in those services. Within the 6 CCG's spending is £2m above receipts, there is also quite a big disparity between the level of service offered by each CCG.

- Assisted conception
- Hearing loss in adults

- Removal of excess skin following significant weight loss
- Breast augmentation and reconstruction
- Male and female sterilisation

At each consultation meeting, attendee's views are being recorded, these, together with responses from the online questionnaire will be collated and used by the CCG's to make their decisions.

At the event the speakers gave explanations as to who the CCG's are, the challenges they face, how decisions are made and why things need to change.

If anyone else wants to attend an event there are 3 more scheduled, details of which can be obtained online, there is also a link for the online questionnaire in the relevant email distributed by Nicola.

Kelvyn asked how we all felt about someone from the Commissioning Group attending one of our PPG meetings, everyone agreed that it was a good idea. Angela said that if we had guest speakers we usually invited them to attend at the start of a meeting and talk for about 20 minutes or so.

Derek – Duplication of Treatment between Derby and Burton

Derek had previously been treated at both Burton and Derby, he then received an appointment for a follow up test at Burton, followed by another for the same test at Derby. Having pointed this out to them one of the reasons given was that their respective systems cannot access each other, however Derek felt that there was also a lack of communication between the staff of both hospitals.

Angela said that we would ask Graham, via these Minutes, to feedback these concerns.

Nicola mentioned that within the NHS there are moves to make things better. Launching in early 2020, across Staffordshire and Stoke-on-Trent, will be "One Health and Care", which will be a digital "Shared Care Record". The surgery is the primary record holder but the "Shared Care Record" will be available for other healthcare organisations to access, each patient would be opted into the system, with the option to opt out.

The NHS App is also available for anyone to download (Google Play Store). This holds some of your records which can be shown to a healthcare professional from a different area e.g. if you had to visit a hospital whilst on holiday.

Once the App is downloaded the registration process requires-

- Input of some details from a photo ID, to verify who you are e.g. passport or driving licence
- Recording of a short video
- Once this is complete the relevant surgery is notified and details will be verified by a Doctor

The District Group have asked if anyone would like to be involved in a project named "Living and Dying with Dementia Focus Group", a leaflet for which was distributed to attendees of our Meeting. It's being run jointly by St Giles Hospice, Keele University and Hammondcare and "aims to establish a firm foundation through stakeholder, user and carer meetings to identify a focus for further explanation of a future study that will create an evidence-based strategy for dementia enabled end of life care for the population of Staffordshire." Angela advised that the first meeting is at St Giles Hospice on Friday, 14th February from 9.30 – 11.30. Carers of dementia patients and the patients are welcome to attend. Contact ianleech@stgileshospice.com tel 01543 434536 or 07843 572552.

10 Next Meeting

Next meeting will be held on Tuesday 7th April 2020, 6:00pm with refreshments from 5.45pm. Dr Gulzar will attend. Agenda items to Nicola or Angela by 24th March 2020 please.

11 Meeting Close

The meeting closed at 7:07pm. Angela thanked everyone for attending.

Abbreviations:

CCG	Clinical Commissioning Group	DG	East Staffordshire District Patient Engagement Group
PPG	Patient Participation Group	UHDB	University Hospitals of Derby and Burton