

# **BRIDGE SURGERY'S PATIENT GROUP**

## **Minutes of the Group Meeting held virtually via Zoom on Tuesday 20th October 2020 at 6.00pm**

### **Present:**

Dr Sulma Gulzar (GP)

Nicola Bailey (Asst Practice Manager)

Sandra Gallear (Administrator)

Gerry Chatfield (Patient)

Marion Grenville (Patient)

Judi Griffiths (Secretary)

Angela Henry (Chair)

Melissa Palfreyman (Patient)

Carol Riches (Patient)

### **1 Apologies and Introductions**

Apologies were received from Graham Lamb (Patient), Kelvyn Langford (Patient), Mick Robinson (Patient) and Derek Walker (Patient). Marion Grenville joined the meeting late at approximately 6:45 (unfortunately when Nicola sent the 1<sup>st</sup> Zoom invitation out it incorrectly stated 7:00pm as the start time).

As the meeting started, Judi asked all those present whether they objected to the meeting being recorded, as she felt it would be beneficial when collating the minutes. All agreed and Nicola started to record (an indicator showed at the top left of everyone's screen denoting recording). This subsequently was found to have no sound because the file was too big to e-mail.

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

Angela wished to raise the subject of a change to the Constitution.

### **3 Minutes of Last Meeting held on 11th February 2020**

Nobody raised any issues and it was agreed that had there been any they would have been raised a long time ago, therefore the Minutes were unanimously approved.

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

None.

### **5 Group News Questions Comments**

As the PPG members have quite a number of questions they wish to raise with the Practice, Angela asked if we could email them to Nicola so that she had chance to read through them first, rather than trying to answer them during this meeting. Nicola agreed.

Gerry mentioned that in email correspondence from Angela she had suggested that the PPG members begin to consider replacements for the Chair and Secretary; in accordance with the Constitution both existing incumbents resign at the final meeting of the year, which will be the AGM, however they continue in their roles until 31<sup>st</sup> December. He also asked Angela what the Constitution change was, Angela stated that due to the nature of the change, we should discuss and decide upon it before the meeting continued. Angela read out the details –

The first sentence of Point 5 of the Constitution (Meetings), reads as follows –

“Meetings will be held on the premises of, in the full knowledge of, and with the approval of the Surgery.”

Angela proposed that directly after this sentence we add –

“In exceptional circumstances, meetings may be held on other premises or by non-personal contact such as via telephone or the internet.”

This amendment was unanimously carried by all members present, noting that we were quorate, as 5 members were present at that time and all approved the change.

Angela asked Nicola “how can we help the Practice and also the patients”. Nicola responded that it was difficult at present, they were trying to not have anyone in the building that did not need to be there. The main thing the Practice wanted to do was somehow capture those patients who were not attending, as they were likely to be the most vulnerable people. She asked if the PPG members had any idea how to encourage them to attend. Carol

suggested that perhaps a text could be sent out to all patients, stating that the surgery was open and appointments were available. Sandra said that the information was already on the website, however agreed that it was possible to do a standard text, although only to those patients who had agreed to be contacted via their mobile. At this point Dr Gulzar joined the meeting, after which further discussion took place around how best to contact patients, Dr Gulzar stated that it was a very difficult time at the moment and re-iterated that not everyone agrees to be contacted via text and quite a number of people fail to update their phone numbers, Nicola pointed out that this was more prevalent with younger patients who swap their phones regularly. Gerry mentioned that maybe they could consider something being put in the local press, although obviously not everyone bought a paper. Unfortunately, people believe what they read in the press, and there had been articles stating surgeries were closed. Sandra mentioned that at the under 64 flu clinics copies of the newsletter had been handed out, which gives details of the surgery being open and how they were managing the process. Unfortunately, the newsletter hadn't been issued in time to hand out at the first over 65 clinics.

Dr Gulzar asked if we had any ideas; Angela said that as the PPG had lost contact somewhat with the Practice, no PPG meetings had been held with the surgery, patients not allowed to enter the building and very few attending for face to face appointments, we couldn't see what was going on therefore it was awkward for us to come up with anything.

Gerry mentioned, retrospectively, as part of the previous discussion around sending text messages, that patients could complete a consent form.

Carol remarked that she had read the minutes of the last District Group meeting and it appears that the same issues are occurring with most PPG's. One of the things they are trying to put together is a help sheet showing what is available locally. Dr Gulzar replied that there was a data protection issue contacting people and that any help sheet would have to be specific to a surgery as they are all working differently, with differing levels of staff. Carol said she understood, but that at least they were now aware of what the DG were trying to do. Melissa also re-iterated that we are here and willing to help where possible.

Angela suggested that perhaps there could be notices on the Facebook page and the website to inform readers and request they pass on the fact that the surgery is open and has appointments, some even available on the same day, to any relatives, friends, neighbours, colleagues etc.

Gerry said that a Friendship Club had been set up locally, so that people could befriend an older or vulnerable person.

Nicola informed us that the surgery now has a Social Prescriber available that they could refer patients to for help. This information could be added to the Facebook page, the website and possibly sent out in a text, it could also include a suggestion that patients could help each other.

## **6 News From The Practice**

Nicola said she would cover the smaller issues first.

The DG minutes had been emailed out.

In order to stop people coming into the surgery there had been a massive push on signing patients up for online services, the numbers had subsequently gone up from 26.8% to 28.6%, it's not as high as they would like, but they are on target.

Due to the website being new, there is now a data protection issue with VPG members, permission is now required from them for the new website. Nicola may be able to "blanket" email or text all of them, but she would prefer to check through the list first, to ensure they are all still patients

Friends and Family has been suspended for everyone at the moment.

### **Significant Events**

There have been a few mishaps with people tripping up at the nurse's door, it was an issue with the doorstep, this has now been sorted out by a handyman.

A package of vaccines, which should have been kept refrigerated, had been left on the side and not in a fridge, consequently they all had to be destroyed, luckily there were only a handful. Procedures have been changed to ensure any temperature sensitive parcel must be handed straight to a nurse or taken to the fridge by the recipient themselves.

## **Staffing**

Dr Handley left the Practice for personal reasons and isn't working anywhere else at the moment.

Dr Richards has now joined as a partner. Trainee GP Dr McKee will shortly qualify and become a salaried GP from 2<sup>nd</sup> November 2020. Current trainees, Dr Osman and Dr Agoi will remain for a while, Dr Osman for the next couple of months and Dr Agoi until next August.

One of the Admin staff, who carried out coding for the doctors, has left. Her workload has now been split into 2 jobs, with 2 new people to join one person learning and a new person to join 2<sup>nd</sup> November 2020. This provides a more evenly-spaced cover.

One more receptionist has been recruited, Eleanor, who starts 2<sup>nd</sup> November 2020. The surgery are trying to keep as many staff away as possible, but due to additional work with all the restrictions and secure measures, there will now be 4 staff am and 4 pm.

Dr Wong will be taking planned sick leave from 23<sup>rd</sup> November for 6 weeks, his hours will be covered by locums, Dr Adjmal and Dr McKinley and therefore there shouldn't be a decrease in available appointments.

Angela mentioned that over the last couple of years the surgery had an extra GP to cover during the busy winter months, Sandra was aware of this but hasn't heard anything for this year. Dr Gulzar said that they are fully staffed.

Staff are working remotely when and where they can.

## **Flu Clinics**

There have been 6 flu clinics done so far, which have received positive feedback. The timing between patients has been increased from 2 to 5 minutes to allow for extra cleaning, which means that the clinics were held 08:30 to 16:30, which is a long day, but meant they could get a lot more patients vaccinated. There had been a high uptake for the Child flu and over 65's vaccine are doing quite well; a number of over 70's had stated that they had never had it before, so that was encouraging. Angela asked if the clinics run so far had been full, Sandra confirmed that they had, apart from the odd one or two at each clinic, so not bad at all.

*Marion joined the meeting.*

As with every other year there is a struggle to get all the "at risk" patients to come in.

## **Current situation with Covid-19**

The situation is changing so much and so quickly, there are things that they thought would only be for a couple of months, which now seem to have no end in sight. The surgery has seen quite a high number of patients compared to others, so are quite pleased.

Appointment requests are triaged first with a telephone appointment, this could be followed by the patient being asked to send in photographs and or complete a video consultation, if deemed necessary (and both patient and GP agree), then a face to face appointment will be conducted.

Nicola is working on ideas on how to handle patients having to wait outside the surgery during the bad weather, but admits she is struggling to come up with anything suitable.

Nicola has compiled some figures comparing how many face-to-face or phone appointments have been completed during 2019 versus 2020. She displayed a spreadsheet via Zoom (that we could all see), whilst she went through the data with us. Generally, a lot more appointments have been done this year compared to last, e.g. during the 22 working days of September, there were 1500 appointments during 2019 and 4000 in 2020. However, we need to be aware that of the 4000 appointments, if it was a telephone consultation, if a patient didn't answer on the first try (the GP may have call 3-4 times), these tries are excluded from the total number. It also means the time spent on one appointment by a GP can actually end up being more than a face to face appointment would have taken.

## **One Health Care**

Nicola had previously informed us of One Health Care, which is a new system that allows information from multiple NHS disciplines to be seen in one place. She has had a preview and it looks really good, she could see information from Community Services and what had been reported from hospitals; it will be good to communicate with Derby Hospital in the future. At the moment it is only going live on the internet for the EMIS system, which is

used by 16 (i.e., the majority) of the Staffordshire practices; Bridge Surgery and Carlton Street, use System One (together with the whole of Derbyshire).

### **New Website**

As the contract for the old website expired 31<sup>st</sup> August, a decision was made by the Practice to change to the new company, which is also being used by Trent Meadows, Balance Street, Alrewas and Barton under Needwood. Changeover had to happen on 1<sup>st</sup> September. All big changes have to go through the website owners, Howbeck, who built the new website from the old one. Nicola didn't realise it did not include details of the PPG, for which she apologised. She asked if we could have a look at Trent Meadows website as their PPG has a "Statement" and wondered if we wanted to do the same. Angela said we would discuss this amongst ourselves later, rather than take up time during this meeting. Nicola said it was early days and the website was still a work in progress with tweaks still being made

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

The last virtual meeting took place on Thursday 24<sup>th</sup> September. Judi did not attend (previously notified), and on this occasion neither did Gerry or Kelvyn. Angela asked if we had all read the minutes (which we had) and suggested that we should co-ordinate as to who can attend the next planned virtual meeting, Thursday 22<sup>nd</sup> October. Gerry asked Judi if she would attend, who noted that, as previously stated, she wouldn't be attending any meetings this year. Gerry said he didn't think he would be attending this one either.

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

Angela informed us that she hadn't received any information from Graham, she asked Judi, but she hadn't either.

### **9 Any Other Business**

Gerry wished to ask whether anything can be done locally about mental health as, since the Margaret Stanhope closed some years ago, there is nowhere for people to go. He is hoping to have a meeting with our local MP Kate Griffiths about it. Angela commented that he had tried this before with the previous MP but got nowhere, so wished him luck with this attempt. Gerry feels this needs to be addressed or at least questioned soon, he hoped the meeting would be before Christmas.

Angela reiterated that whilst some questions had been answered in tonight's meeting the PPG still had a lot of questions for the Practice, these will be emailed to Nicola.

Gerry mentioned about information regarding ailments and medication that should be taken to the hospital when a patient was taken there. Care home residents have the red bag scheme, but he asked about non-care home residents. Angela said that NHS Medication Passports and also British Lions' "Message in a bottle" (kept in your fridge) and "Message in a Wallet" were available, the PPG had a supply of both at the surgery, Nicola was informed where they were. It was suggested that these could be handed out at the 5<sup>th</sup> & 12<sup>th</sup> November flu clinics and perhaps something could be put on the website about their availability. Sandra said she thought she had the contact details of the British Lions member who had provided the "message" items and Angela reminded her who it was in case she needed to request additional supplies.

### **10 Next Meeting**

Next meeting will be the AGM and will be held on Monday 30<sup>th</sup> November 2020, 6:00pm. Nicola will issue invitations for this Zoom meeting. Dr Richards will attend. Agenda items to Nicola or Angela by Monday 16<sup>th</sup> November 2020 please.

### **11 Meeting Close**

The meeting closed at 7:30pm. Angela thanked everyone for attending.

### **Abbreviations:**

DG East Staffordshire District Patient Engagement Group

PPG Patient Participation Group

UHDB University Hospitals of Derby and Burton