

# Minutes

**Meeting:** Patient Participation Group (PPG) meeting

**Date:** 18 May 2018

**Attendees:** Leigh Frost (FWMC); Judith Woodbridge (FWMC); PPG – Maxine Davies (Chair); Annie Lewis; Bob Maggs; Philip Blakey; Roger Moses; Stephen Mann; Linda Hurst; Micky Barnard. Gillian Elloway-Smith joined later during the meeting.

**Apologies:** PPG – Judith Sluglett; Monica Brown; Sheila Woodcock

## Welcome/Apologies

JW advised that there would be a planned fire alarm check, so no need to leave building when alarm sounds for a short period of time.

MD opened the meeting, and welcomed everyone. Also, as the surgery is now only closed between 1:30 and 2:30 pm, reminded that the meeting had to be finished within that time frame.

Apologies were noted (as above).

## Minutes of last meeting –

- RM had not received a copy of the last minutes (as he is a new member), so unable to comment. He was provided with a set of minutes and will be added to the mailing list for all future correspondence.
- LH asked if the number of new patients is still increasing – LF confirmed total of patients now 9112, and is still rising. The meeting enquired whether there is a maximum number and LF confirmed that the contract was open-ended but the practice could close the list:
  1. On application to NHS England, or
  2. By showing that further expansion would make the Practice unsafe.The Partners felt the maximum number of patients for the resources is 10,000.
- MD asked whether the number of 'Did Not Attend' had reduced? LF advised the Falldon Way rate of 2.7% compared favourably with the BNSSG average (4.9%). The practice confirmed that text reminders for appointments are sent (which is liked by most patients), and on occasions we will write to ask why they didn't attend. (It is not always appropriate to contact the patients, eg if they have memory problems, or have been admitted to hospital.)
- LH asked if the minutes could be added to the website (which they are), more prominently, possibly in the 'News' section? Patients who wished to comment on the minutes or propose an agenda item may contact the practice by emailing [brccg.fwmc.ppg@nhs.net](mailto:brccg.fwmc.ppg@nhs.net) Information about the PPG could be included in the registration pack so possibly attracting more members from younger age groups. It was suggested that some meetings could be held at different times to encourage others to attend. LF responded that there is also a "virtual" group who may contact us by email at a time that best suits them.
- MD asked if aggressive behaviour is increasing? LF replied that we do get regular 'attitude' issues, but on the whole only about 6 or so zero tolerance letters are sent per year. These letters are only sent after discussion with the Doctors. There are many factors as to why a patient may be rude/aggressive, some of which may be clinical.

### **Rotating Chair**

SM is to chair the next meeting, with liaison between SM and LF beforehand. Any comments/ agenda items/ etc to be made to LF. LH volunteered to Chair the May 2019 meeting.

### **Practice Topics**

#### **Staff update**

Dr Jeremy Poland – has returned to FWMC on Thursdays and Fridays, and some Saturday mornings.

Dr Aliesje Kuur – has commenced her maternity leave, and has given birth to a baby boy. Her sessions are being covered by Dr Tom Brookes, who is ex-Greenway Surgery. MB asked if LF could pass on the congratulations from the PPG to AK on the safe arrival of her baby. *Action LF*

Emma Reed – has returned from Maternity leave, and is covering Tuesday and Thursday. Nicola Glasson, who was covering Emma, has reduced her hours for the present but hopefully will be able to increase them again following future retirements.

#### **Data Breach.**

At the last PPG meeting, those present agreed that they were happy to share email addresses. This was mistakenly assumed to cover all PPG members and so the minutes were sent via email to all members, including those in the virtual group (approx. 80 patients). One member contacted the practice to stating that the email addresses of ALL members were viewable. The minutes should have been distributed via blind email to everyone. LF apologised to all concerned, and confirmed that future emails will use blind copies.

*Action ALL members - please delete the email addresses of all members who have not given them explicit authority for theirs to be used, as email addresses are personal information.*

#### **One Care Analytics**

One Care is an organisation comprising nearly all GP practices in the BNSSG (Bristol, North Somerset, South Gloucestershire). It provides services to help surgeries, including IT assistance. They have sent activity graphs to each practice (see attachments):

**Population demographics** (FWMC has a high elderly and young population. These groups are traditionally the higher users of GP services),

**Patient Experience** (Fallodon Way is second from the top in this),

**Prescribing costs** (we about middle, which is very good for an elderly population, indicating that we neither over nor under-prescribe)

**Secondary Care - Accident and Emergency** (we are very low, which indicates we have good preventative measures in place, particularly with our elderly population).

#### **Dr Farnall, possible retirement**

Dr Farnall is considering retiring in April 2019. Should she do so, the practice hopes that she will continue to work with the practice in some capacity.

This will leave just Dr Stainer and Dr Smith as partners, so when Dr Farnall decides on her next move, recruitment will be able to commence.

#### **Rachel Morgan, private business**

Our Healthcare Assistant, Rachel, is now running her own business, offering ear microsuction and foot care treatments. She operates from FWMC, as if she were a

‘tenant’ provider. As this is not an NHS service, she will be able to see FWMC patients, meaning they will not have to travel to other locations to access these treatments. However, ALL patients (including FWMC) will have to pay for any treatments received.

### **£15m discretionary spend review & equalisation of funding over 3 X CCG areas**

(GES joined the meeting during this discussion)

LF explained that 3 CCGs (Bristol, North Somerset and South Gloucestershire) have combined to become 1 CCG. Until recently, each CCG has decided on how the funding that was distributed to each practice area, and unsurprisingly, the result is not the same across the newly combined area. One example of this is the ‘treatment room basket’ where practices undertake similar activities for different remuneration. The combined CCG is reviewing this situation and will advise practice sin due course. It is anticipated that the spend per head in Bristol could reduce.

### **CQC**

LF advised that on Monday this week (14.05.18) we had a parcel from CQC announcing their plans to visit FWMC on Thursday 24.05.18. In the parcel was a box, and forms for patients to complete, which is now on front desk, for any patient to complete if they wish. LF confirmed that we are all working to provide the information and evidence that is expected, in time for the inspection. Also, she asked for a couple of volunteers to speak to the inspectors between 9:30 and 10.00 AL and PB and MH volunteered for this.

### **AOB**

RM – Could electric doors be fitted, ideally bigger and wider than we currently have? LF replied that this has been raised in the past, but currently there is little funding for changes to buildings pending a new NHS “Estates” policy, which we should like to think might fund improvement s to the building at Fallodon Way. In the meantime, we do have a bell for patients to ring if they require assistance, and there is a braille notice there too. It was suggested that a sign be put on the wall in reception asking patients to help if someone less able rings the bell. *Action LF*

### **Wheelchair Loan**

A very kind patient has loaned us a wheelchair, as our 2<sup>nd</sup> one went missing recently. However, we now keep this behind reception, so if it is required, the patient must ask for it, and sign it out. Hopefully, this one will not disappear.

### **November meeting**

LF will agree a date for the November meeting, and add it to the end of these minutes.

End of Meeting.

### **Post meeting note:**

Date of next meeting: Friday 23<sup>rd</sup> November 2018 at 1.30pm

The CQC inspect will now be talking to patients between 9:30 and so will advise AL and PB accordingly. *Action LF*