

# Minutes

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

**Date:** 3<sup>rd</sup> November 2017

**Attendees:** Leigh Frost (FWMC); Jackie Nightingale (FWMC); PPG – Maxine Davies; Monica Brown; Betty Morrison; Sheila Woodcock; Linda Hurst; Judith Sluglett; Stephen Noreiko; Philip Blakey; Mildred Miller; Stephen Mann; Annie Lewis; Fransic Palmer;

**Apologies:** PPG –Rais Hyder; Josephine Fraser; Reginald Parker

## Welcome/Apologies

LF welcomed all to the meeting and thanked them for coming.

**For information** as it affects the timing of the PPG Meeting – The surgery has had a Change to Contractual hours. We were closing 1 pm until 3 pm but NHS England said we were breaching our Contract so we are now only allowed to close for 1 hour. Therefore on a Friday the surgery is now closed between the hours of 1.30 pm and 2.30 pm.

**Minutes of last meeting** – Read and agreed

## Matters Arising and Progress Report

### Admin building

Brief update by LF to say that we are all happy with the new admin building and it is a very nice place to work! A proposal has been offered to the neighbour who was unhappy about the colour of the portacabin, LF offered to place trellis on the back of the portacabin which overlooks the private gardens and has asked the neighbour for input into the evergreen climbers that will grow up the trellis.

**Action: It has been left that the neighbour will let LF know her views as soon as she is able.**

### Physio Pilot

Following on from the last PPG meeting when we advised the end of the Physio Pilot LF has been informed that there is a new Physio Service coming very soon. Not too much is known about it yet as we have not had the official training but we anticipate it will be quite similar to the previous physio pilot.

### Surgery list size

Since our list reopened we have had 600 new patients register at the practice!

## **Practice Topics**

- **Staff update**

### **Reception**

We sadly had to say goodbye to Georgie Williams our apprentice last month as Georgie had reached the end of her apprenticeship. We have recently heard that Georgie has got another job as receptionist in a surgery in Bath. Praise from one PPG member who had dealt with Georgie fairly recently at the surgery and said how very helpful Georgie was which was great to hear!

We are pleased to have recruited 2 new receptionists recently Jane Huntbach and Sian Moore who are proving to be valuable members of the reception team.

### **Doctors**

LF has just heard that the surgery has been given approval to have a GP Retainer. Therefore Dr Jeremy Poland will be re-joining the surgery working Thursday and Friday afternoons as from the 1<sup>st</sup> December 2017.

### **GP Survey**

LF compared the results of our GP Survey with the 2 nearest surgeries to us (Westbury on Trym PCC, Bradgate and Bishopston) and we had the highest overall patient satisfaction across the 4 practices. If you wish to look at the results in more detail you can find them on the internet by typing GP Survey into google.

- **Affinity update**

### **New members of Affinity Cluster**

LF informed the meeting that the Affinity Cluster now has 2 new surgery members. It was Fallodon Way Medical Centre, Westbury on Trym Primary Care Centre, Greenway Surgery and Monks Park Surgery; we have now welcomed Sea Mills Practice and Helios Medical Centre to our Affinity Cluster.

### **Saturday clinics**

We had funding for these Saturday hub clinics until the end of September 2017. We now have the funding extended to 31<sup>st</sup> March 2018 and we anticipate the funding will continue after that as well.

Usually the Saturday clinics are held at:-

Westbury on Trym Primary Care Centre	1 <sup>st</sup> Saturday of the month
Monks Park Surgery	2 <sup>nd</sup> Saturday of the month
Fallodon Way Medical Centre	3 <sup>rd</sup> Saturday of the month
Greenway Surgery	4 <sup>th</sup> Saturday of the month

There are nurses and GP's working on these clinics and to book appointments you contact us at the surgery and ask for a hub appointment. You may not see a doctor that you know but whoever you see will be able to access your medical records.

- **Research update**

We have 3 new Research Studies that we have signed up for:-  
Barrack-D – Effects of heart failure medication on kidney disease  
Archie – Young children at high risk of flu  
Plus – Research into over active bladder

**Action: Jackie to look at updating the surgery website with the current studies.**

**Over the counter (OTC) Medications**

There has been quite a lot of debate recently on whether the NHS should continue to fund medications that can be bought over the counter without a prescription. Bristol CCG asked GP's to stop giving scripts for medication that can be bought by the patient OTC; they have not made this a firm ruling but said they would prefer this. Our doctors have discussed this and at the moment have agreed that for patients who do not pay for their prescriptions they will continue to give prescriptions for OTC items. However for patients who pay for the prescriptions to buy the medication OTC can sometimes be quite a lot cheaper!

**Challenges we all face in the NHS**

This item has been raised by our Reception Manager.

We have had an increasing number of verbal aggressive patients both in the surgery and on the telephone which has on a few occasions resulted in our receptionists being quite upset. Please can PPG members help to spread the word that reception do a really good job but it is a very demanding and difficult job so be mindful of the difficult situation the receptionists are in. After all they do not make the rules but they have to keep them which does not make them very popular sometimes!

**Action: PPG member suggested we do some research into the patients who are rude to reception. He felt it would be interesting to see whether they were mostly male or female, young or old. LF agreed it would be worth recording this for a while.**

- **Patient Topics as raised at meeting**

**Nursing appointments quite difficult to get also**

LF explained that the hospitals are having funding difficulties so they are trying to push more work on to GP's. We however are not getting any more funding for this increase in work. If more funding were to be made available to us to help the hospitals with the work they pass on to us then we could look at more nurse time.

- **Chairing of future PPG meetings**

A suggestion has been made by a PPG member to rotate the chairing of the PPG meetings between willing members of the group (a pass afforded to those who did not feel able to do this). LF and the Chair will meet on a mutually convenient date about a month prior to the meeting to go over the agenda. Maxine agreed to her telephone number and address (0117 9494831 – Flat 31 Westfield House, Cote Lane, Bristol BS9 3TJ) being circulated amongst the other PPG members and Stephen agreed for his email to be given to the other PPG members also.

**Action: Agreed – Maxine Davies will Chair the next meeting on Friday 18<sup>th</sup> May 2018 and Stephen Mann will Chair the November 2018 meeting.**

LF explained that she would like the meeting to be led more by the PPG group rather than us at the surgery. It should be about what the patients want to know and not what the surgery wants to tell them. LF also asked if it were possible for the PPG members to try to encourage more young people, not necessarily to attend the meeting but to let the PPG group know of items they could add to the agenda. We recognised that they may not want to go through the PPG Group to raise issues so they could email the surgery to let us know and then we can ask for it to be added to the agenda anonymously.

**Action: Jackie to speak to Peter Yates to find out which email address best to give out for this purpose and then let the PPG Group know.**

**PPG email address: [Brccg.fwmc.ppg@nhs.net](mailto:Brccg.fwmc.ppg@nhs.net)**

### **DNAs**

This is something all members of the PPG meeting feel quite strongly about. The suggestion was made as to whether we could charge patients a nominal amount if they miss their appointment without notifying us as the dentists do. LF explained that unfortunately we are not allowed to charge our patients for NHS work. Dentists have a different contract which enables them to charge for DNAs. We do write to patients who have multiple DNA appointments. PPG Group asked whether we could draw up a Policy on this and circulate it. Another suggestion was whether we could ask patients who DNA their appointment to make a nominal contribution i.e. £5 to a charity of our choice. We could collect the money and send it to the charity of choice perhaps once every 6 months.

**Action: LF said it was a good idea but the partnership would need to agree to it.**

### **Why are Express Clinic appointments only 8 minutes in duration**

The Express Clinic appointments sit between the urgent on the day appointments and routine appointments that you may be happy to wait a couple of weeks for. These Express appointments are for 1 problem only and not too complex a problem that will take too long. The clinic works really well. Again feedback was given that a PPG member had an Express Clinic appointment recently which she was really happy with.

### **Javex Screen in waiting room**

How often is this updated? One member said when they were sat in the waiting room recently they saw an article on there that was no longer valid. During the course of today's meeting one person saw a notice saying the surgery closes on Fridays 1-2.

**Action: LF to raise with the person maintaining the info on the screen.**

### **On line access new message box appeared**

Query was raised as to what the message box is on the on line access screen. It says you must not leave any medical information so they wanted to query what this was for?

**Action: LF to look in to this as it may be something that has changed following our migration to the new computer system.**

**Post meeting note:** The facility is available to all requesting repeat prescriptions on line but raising queries this way reduces the speed of issuing repeat prescriptions.

### **Pharmacy to You**

Information on this has been received by PPG and wanted to know if we knew anything about it. LF said based on previous knowledge she would not recommend it as a patient would need to await a postal delivery for an acute medication.

### **Power of Attorney**

Costs of this had been seen on the Private Fees list and PPG wondered what this was about and why the difference in cost. LF explained that the higher cost is when the GP has to see the patient to confirm their mental capacity, the lower amount is when the GP can just sign the form as they know the patient well so do not need to see them.

### **Email use**

One of the PPG members said she had cause to use email when she had a bicycle accident in France over the summer and she was liaising with Cathy the secretary via email and she said this worked really well. However Cathy has since advised patient that she must stop emailing now as she is back home so patient wondered why we do not allow patients to email. LF advised that this is not something we encourage as it is felt much safer for medical problems to see patients face to face.

**Date of next meeting: Friday 18<sup>th</sup> May 2018 at 1.30 p.m**