

PRESTON GROVE MEDICAL CENTRE

Meeting of the **Patient Group** held on **Monday 5 June 2018** in the **Common Room** at **Preston Grove Medical Centre**.

Present: David March, Patient (Chair) Christine Lincoln, Patient (Secretary)
Karen Lashly, Practice Manager Michael Tritton, Patient

1 Welcome and apologies

- 1.1 David welcomed the members to the meeting. David was very disappointed with the turnout. No contact had been received from the majority of members to give apologies. At the meeting held at the Airfield Tavern earlier in the year everyone had agreed they were happy with dates proposed for 2018 meetings and to hold them at 5.30 pm.
- 1.2 Apologies were received from Malcolm Jefferies.

2 Minutes

- 2.1 Karen confirmed that she had spoken to Eva and would be happy for Eva to return to the group as a valued, long standing member.
- 2.2 Christine will continue as the secretary, as the meetings have been rescheduled for early evening.
- 2.3 David said it was great to see that Catherine Cassell had been nominated for a national nurse's award and information had been included in the local newspaper.
- 2.4 Karen said that the Health Coaches had been nominated and won an award through the BMJ; this was around the production of a poster around chronic diseases. An article would be published in the Practice Newsletter once the award ceremony had taken place for Catherine's nominated award.
- 2.5 The Yeovil PPG Chairs continue to work well together and this had been acknowledged by Sandra Wilson, the Chair of the Somerset PPG Network.
- 2.6 David and the PPG Chairs from Ryalls Park, Hendford Lodge and Penn Hill met with Tanya Whittle and Andy Hill from Somerset CCG. There was a good exchange of views and the concerns around funding were raised. The CCG are happy with the GP Practices and their staff who have a passion for their work and are committed. They understand the current difficulties around getting appointments. The CCG could not give a response on funding; however the Health and Care Strategy will be published in June 2018.
- 2.7 David said the Chair of Penn Hill PPG had been in contact regarding Penn Hill and Preston Grove working closer together. Karen was unable to give any comments on this. Before any changes are made a consultation would be held for staff and patients.

3 Updates from Chair

- 3.1 David updated that Ryalls Court has re-structured and did not want to integrate with the Yeovil PPGs; the Practice is now being run as a business by the Practice Manager and a GP.
- 3.2 David attended the Somerset PPG Chair Network meeting in April. The meeting was attended by Nick Robinson, the Chief Officer of Somerset CCG, who gave updates on the current CCG budget and the STP.

- 3.3 Hendford Lodge PPG is having difficulties with members leaving as they feel they are not able to contribute. The event being arranged by Hendford Lodge is not being taken forward and this has caused some frustration within the group.
- 3.4 Karen said that Hendford Lodge and Abbey Manor Practices are trying to merge their contracts; this will mean that some services will run out of both practices. Patients will start to see a difference.

4 Patient Benefit Fund

- 4.1 Karen confirmed that no additional money had been received and the balance remained the same.

5 First Newsletter

- 5.1 David confirmed that everyone was happy with the initial draft; however this needs to be updated before being published. David will update the newsletter and forward to Karen, who will arrange for Mandy Mason to publish this on the website.

Action: David to update the newsletter and send to Karen.

Action: Karen to arrange for the newsletter to be published on the website

6 Diabetes Update

- 6.1 David confirmed that the sessions are working well. Karen said that the last session was attended by 30 people, which included 8 people from other practices.
- 6.2 Penn Hill is setting up a Diabetes group.
- 6.3 Dr Ian Boyland was now the diabetes lead for Somerset CCG.

7 Bereavement

- 7.1 Karen said this had initially been raised by Chrissie when Dr Jo Nicholls attended the last meeting and talked about the services available to patients and their relatives. The Planning Ahead document produced by Somerset CCG was shared and it was agreed this was a good document for people to use to help plan their future and helped people talk about a difficult subject.
- 7.2 Karen confirmed that the practice has a bereavement card which is sent to relatives, if appropriate. A GP contacts relatives in the first instance and will make the decision on whether it is appropriate to send a card.
- 7.3 There have been two significant events recently where bereavement cards have been incorrectly addressed. The processes in place are being reviewed along with the information that is received from the hospital upon the death of a patient.
- 7.4 Since the issue was raised by Chrissie at the PPG the profile of the bereavement process had increased, which was a positive outcome.

8 Practice Headlines

- 8.1 Dr Lucy Edwards will return from maternity leave in July. Dr Munro, who has been covering for Lucy will continue as a locum in the practice for the summer.

- 8.2 A nurse practitioner role is currently being advertised, but there has not been a good response to this, however a paramedic has applied and this will be looked into further. A new Health Coach has been employed, meaning there is now a full complement of Health Coaches in the practice.
- 8.3 GP appointments are now going to be 15 minutes, which is currently being updated on the system. The acute team are currently filling the backlog where a GP has been on leave.
- 8.4 Contact by Nursing Homes to request a GP has been reviewed as previously contact was made by fax. However, there have been some significant events where 999 should have been called. Nursing Homes are now telephoning the surgery and this has led to a reduction in the number of visits.
- 8.5 All the Nursing Homes in Yeovil are divided between the Practices and Preston Grove has four Nursing Homes to cover. Patients in Nursing Homes will be asked to register for their lead Practice. Coulsons run three of the Nursing Homes that Preston Grove deals with and Karen has met with them to discuss how this will work and how patients are managed.
- 8.6 Home visits are being reviewed and are only carried out where appropriate. Patients have to be bed bound to receive a visit.
- 8.7 A review of patients with chronic diseases has been carried out over the last few months, looking at how many times patients visit the practice. Patients will be offered an annual health review with the Health Care Assistant. Patients will be contacted with the results by phone rather than having another appointment.
- 9.8 The Health Coaches are providing support to pre-diabetes patients.
- 9.9 Patients who do not visit the practice are also being reviewed and they will be contacted, to decide whether they can be removed from the practice list.

10 Any Other Business

- 10.1 Mike raised an issue around a patient who had waited a long time in reception for a midwife appointment.
- 10.2 Karen was concerned by the low attendance at the meeting and it needs to be highlighted with the members. David agreed, however he was satisfied that everyone had been made aware of the meeting taking place. Members had also been contacted following his and Malcolm's meeting with Karen earlier in the year, giving them an update on the group going forward and details of dates and times for quarterly meetings.

Action: David to contact all the members to give an update and ensure they are committed to attending future meetings.

11 Date of Next meeting

- 11.1 It was agreed the next meeting will be held on 4 September 2018 at Preston Grove Surgery, starting at 5.30 pm