

PRESTON GROVE MEDICAL CENTRE

Meeting of the **Patient Group** held on **Monday 4 September 2017** in the **Common Room** at **Preston Grove Medical Centre**.

Present: David March, Patient (Chair) Christine Lincoln, Patient (Secretary)
Chrissie Gee, Patient Michael Tritton, Patient
Malcolm Jefferies, Patient Eva Whear, Patient
Karen Lashly, Practice Manager Dee Williams, Patient

1 Welcome and apologies

- 1.1 David welcomed everyone to the meeting.
- 1.2 Apologies were received from Mike and Kathy Way.

2 Minutes

- 2.1 The minutes of the meeting held on 26 June 2017 were agreed as an accurate record.
- 2.2 Item 2.5 – Karen confirmed that the Blood Sugar Machine had been purchased with the money gifted to the Patient Benefit Fund.
- 2.3 Item 6 – David had received an email from Michael Carrington at Somerset CCG asking whether Preston Grove was still interested in the Community Car Scheme. Following a review funding of £200 was now available to help set this up.
- 2.4 Karen said that the only patients who receive home visits are housebound patients. Preston Grove is on a good bus route most patients are able to make their own way to the surgery.
- 2.5 David agreed that the Surgery is in a good position, compared with some of the rural practices. He would respond to Michael Carrington that there is currently no demand for this. **(Action)**

3 Updates from the Chair

- 3.1 David said that Malcolm had attended various meetings on his behalf.
- 3.2 Malcolm said that Eddie from Abbey Manor Park PPG was dealing with the frailty event, but he had not had any updates.
- 3.3 David and Malcolm will be meeting with the other PPG Chairs from Yeovil on Thursday 7 September.
- 3.4 Malcolm recently attended a CQC research interview, having first spoken to Dr Ian Boyland who suggested some questions to ask. Feedback is still awaited.

3 Patient Benefit Fund

- 3.1 Karen said that no additional money had been added to the Patient Benefit Fund.
- 3.2 David said that once the application to NAPP had been made the Patient Group would be a registered charity and would be able to put in requests for grants.

4 Diabetes Event

- 4.1 Malcolm said progress is being made with the diabetes event. A survey had been circulated and 80 responses received. Penn Hill has pulled out of this as they do not have sufficient patient participation. Karen said that "Diabetes My Way" is being piloted in some surgeries, including Preston Grove, where a number of patients have been selected to answer questions and take part in the trial. Dee confirmed that she is part of this pilot but has not received any further information.

5 Bereavement

- 5.1 This would be carried over to the next meeting as a GP was unable to attend. **(Action)**

6 Practice Update

- 6.1 Karen said that a collaborative approach to diabetes is being looked at in Yeovil and an initial meeting will be taking place to look at the model and how this can be developed across all practices. The health coaches are involved with this as they can do things such as weighing patients, which frees up more time for nurses. After the initial meeting a decision will be taken before talking to patients.
- 6.2 Dr Steve Wood had now left the practice and Dr Lucy Edwards had joined as the new partner. However she will shortly be going onto maternity leave and her sessions will be cover for nine months, six sessions a week.
- 6.3 There has been some cover from a senior partner at Ryall Park Surgery, surgery list has increased slightly due to this.
- 6.4 The paramedic is now in post and carrying out acute home visits. Patients are responding well and he is doing a good job. He works four days a week, spending one hour a day in surgery before carrying out home visits just after lunch. A decision is then made on whether he attends clinics in the afternoon.
- 6.5 Karen agreed to circulate the flu clinic dates to the members, which will be held during October, for any of the members who would like to help during this time. Preston Grove staff will be visiting nursing and residential homes and housebound patients to administer flu jab **(Action)**. A children's nasal clinic will be held during half term week.
- 6.6 Staff changes at the surgery have seen two new receptionists in post. There have been some staff shortages due to annual leave and sickness. One administrator had moved to another surgery and the vacancy will be advertised internally.
- 6.7 Sally will be leaving the surgery shortly to take on a different role. A replacement has been taken on who will cover part of Sally's role as well as acting as a PA to Karen. The rest of Sally's role would be outsourced, such as finance.
- 6.8 David asked Karen to pass on grateful thanks to Sally for all her help with the patient group and to wish her all the best. **(Action)**
- 6.9 Karen said that the county managers group in Somerset, representing the four localities meet regularly to support practices with sustainability around Primary Care and what it means for patients. Laura will be taking on this role and would like to hold a patient focus group to discuss the best way of communicating with patients. Karen would circulate information to the patient group members to gather interest. **(Action)**

- 6.10 The practice passed the follow up CQC inspection and the report will be published shortly. The complaint from the earlier inspection has not gone any further, however the inspector involved no longer covers this area.
- 6.11 The walk in centre in Boots has now closed, however no consultation was carried out before this closure.

7 Any Other Business

- 7.1 David had circulated a paper on getting young people involved, it was decided to have a discussion about this at the next meeting to see how this could be taken forward at Preston Grove. **(Action Christine to circulate)**.
- 7.2 Dee talked about a recent appointment to see a locum when she and a number of patients were kept waiting for a long time. Karen had not been aware of this or received any complaints from other patients.
- 7.3 Malcolm attended the Somerset CCG AGM in Bridgwater. Having spoken to some other PPG Chairs he found that some groups publish PPG newsletters for patients. David said there is information on the patient group on the website along with recent minutes from meetings.
- 7.4 Karen said the practice will shortly be publishing a newsletter.
- 7.5 David and Malcolm agreed to put together a draft newsletter to be discussed at the next meeting. **(Action)**

8 Date of next meeting

- 8.1 The next meeting will be held on Monday 4 December at 1.00 pm at Preston Grove Surgery.