

**MINUTES OF THE**  
**REDGATE MEDICAL CENTRE/SOMERSET BRIDGE MEDICAL CENTRE**  
**PATIENT PARTICIPATION GROUP MEETING**  
**HELD ON WEDNESDAY 1<sup>ST</sup> FEBRUARY 2017**  
**AT SOMERSET BRIDGE MEDICAL CENTRE**

**Present:**

John Sealey , Patient Rep, RMC	Janet Royston , Patient Rep, SBMC
Evelyn Riches, Patient Rep, SBMC	John Mitchell, Patient Rep, SBMC
Elsa Gell, Patient Rep, SBMC	Patricia Crick, Patient Rep, RMC
Clair Brown, Patient Rep, RMC	David Preece, Patient Rep, RMC
Allison Scott, Receptionist/Carers Champion	Kathy Bartley, Practice Manager

**1. Welcome and Introductions**

Members of the group were welcomed to the first meeting of the New Year.

**2. Apologies**

Apologies were received from Phyllis Smith and Sue Boulton.

**3. Practice Update**

**Staffing**

Dr Didi Klein has sadly now left the practice to take up a part-time post in Nether Stowey. Dr Tyler and Dr Mengu are now in post.

Practice Nurse Diane will be retiring from the practice at the end of February and the practice will be advertising for her replacement in due course. Diane specialised in respiratory disease and Nurses Melissa and Stewart have recently completed their respiratory diploma's to enable them to take over the management of respiratory patients.

Practice Nurse Alex took up post in December to back-fill Stewart's practice nurse hours to enable him to undertake telephone triage for urgent care 4 mornings per week. Alex will also be undertaking her respiratory diploma, along with many other practice nurse training courses.

**Summary Care Record**

KB informed the group that the practice's Summary Care Record upload to the NHS Spine has now taken place. The information that is automatically extracted from GP clinical systems relates only to patient's current medication, allergies and adverse reactions to medications. Patient's will have the

option to add more information to their summary care record if they wish , such as details of health conditions, relevant medical history, immunisation status etc. The web link below outlines this.

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/2016/SCR-additional-information-leaflet.pdf>

#### **4. Repeat Prescription Service**

AS tabled the latest repeat prescription audit results for Redgate which showed that 100% of repeat prescription requests were actioned and ready for patient collection within 2 working days.

A draft patient survey was tabled to obtain views of patients using the repeat prescription service offered by the practice. The results will be used to ascertain whether any changes/improvements are required to the service currently being provided. Members of the group approved the draft survey.

Action:

AS will arrange for prescription survey's to be circulated with repeat prescriptions collected from the practice and the attached pharmacy (Lloyds Redgate and Jhoots at Somerset Bridge).

KB will ascertain whether the survey can be uploaded on the practice website.

It was agreed that the data collection period should be 1 month.

#### **5. Carers Activities**

SASP (Somerset Activity & Sports Partnership) have applied for funding to provide activities for carers and the cared-for person. The practice has been approached to identify suitable activities that could be provided. Singing/choir, bowling and a Tea Dance were suggestions from the group.

Action: Group members to forward any further ideas to Kathy or Allison

#### **6. Any Other Business**

Technology Meeting – Janet reported that she had recently attended a meeting hosted by Somerset CCG looking at new technological ways of providing patient-focused health care which included telehealth for monitoring of vital signs for those with heart or lung disease, diabetes digital coach (web apps), ActivInsights (measurement of movement via a wrist device). All of the innovative methods discussed at the meeting support Somerset CCG's Sustainability & Transformation Plan (STP).

Gardening Group – Clair reported that support for the Gardening Group continues to grow. The group now need to look ways of obtaining sponsorship/donations (such as old carpet, seed trays, plants, compost etc). David suggested applying to EDF's community fund via KAS. The practice has recently received two separate patient donations which will be given to the Gardening Group.

Action:

Clair to forward details of the gardening group's requirements over the coming months to Kathy to arrange for promotional material via SASP.

Peer Support

Clair has asked the trainer of the Watch Programme in Chard to contact Kathy to discuss how to roll-out Peer Support to patients registered at the practice.

**7. Date and Time of Next Meeting**

10.30 am Wednesday 29<sup>th</sup> March 2017, Somerset Bridge Medical Centre