

**REDGATE MEDICAL CENTRE/SOMERSET BRIDGE MEDICAL CENTRE**

**NOTES OF THE PATIENT PARTICIPATION GROUP MEETING HELD ON**

**WEDNESDAY 1<sup>ST</sup> NOVEMBER 2017**

**Present:**

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

**1. Apologies:**

Apologies were received from Phyllis Smith, Clair Brown, Sue Boulton

**2. Practice Update**

New Staff – Callum Gardiner, Practice Nurse who was appointed to replace Stewart, is now in post. As part of his role Callum is undertaking the telephone triage of requests for same day access . Lesley Matthews will be joining the nursing team next week.

Improved Access – KB tabled a draft survey, designed to obtain the views of patients on additional access to Primary Care, and their preferences to when they would like additional pre-bookable and same day appointments. Members of the group agreed the wording of the survey.

Action: KB to circulate survey to patients.

**3. Social Prescribing Report**

KB provided an update following circulation of her report on social prescribing activities hosted by the practice. It was agreed by members of the group that the activities provided were well received by patients. KB reported that the number of referrals from clinicians has risen considerably since she presented the report and new referral proforma at a practice meeting.

The newly established singing group will meet every Tuesday, 10.30-12 noon at Stockmoor Lodge Care Home. Feedback both from members of the group who attended the first session and care home staff had been very positive. The hope is for the group to sing a number of Christmas carols at the practice during the festive period.

KB reported that she had recently met with representatives from SUSTRANS to look at opportunities for collaboration on projects – in particular support for the practice's gardening group and possible community allotment.

#### **4. Somerset's Commitment to Carers Solution Focused Workshop**

AS provided an update following her recent attendance at Carers workshop. The purpose of the workshop was to bring together commissioners, service providers and representatives of Carers' Voice Somerset to share ideas of how to respond to areas of the Commitment to Carers previously identified as requiring improvement.

The six key topics for discussion were:-

- Improving the hospital discharge service in order that we can support the carer/s before, during and after a patient is discharged
- Improving and supporting the Carers Champion role.
- Identifying young carers, supporting them through transitions
- Improving the health and wellbeing of older carers
- Reducing the isolation and loneliness of carers
- Using community solutions within health and social care to improve the lives of carers.

Action: AS to circulate a copy of the workshop report to group members.

#### **5. PPG Chairs Network**

JR reported that she had recently attended Somerset Clinical Commissioning Group's (CCG) COG meeting. At the meeting Paul Goodwin reported that the financial deficit of the CCG would reach £25m by March 2018. Many of the workstreams of the Sustainability and Transformation Plan (STP) have been stopped due to their ineffectiveness

JR also attended the Somerset PPG Chairs network meeting at which a presentation was received about patients with long term health conditions. In Somerset it is known that 2.9 million people over the aged of 85 have 3 or more long term health conditions.

The next Bridgwater Federation PPG meeting is scheduled to take place on Tuesday 28<sup>th</sup> November 2017, 10.30 am at East Quay Medical Centre.

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

EG commented how impressed she was when she recently received a telephone call from the practice inviting her to book a flu vaccination appointment. DP commented that he had not received an invite as yet. KB explained that the practice widely promotes flu vaccination clinics from early September onwards and patients are expected to book an appointment for annual vaccination. The practice does however start chasing-up eligible patients by telephone if they do not book themselves an appointment.

DP raised concern regarding patient confidentiality at the reception desk. KB explained that patients who wish to discuss a personal/confidentiality matter can ask to do so and they will be taken to quiet area away from reception.

To improve patient awareness of this suggested putting up a poster at reception.

Action: KB to design confidentiality poster.

PC commented that she had recently received a number of text message appointment reminders for other patients' appointments, some dating back as far as February. None of the messages contained personal/confidential patient information.

Action: KB agreed that this needed to be investigated by the practice's clinical system provider to understand how this could have occurred.

JM noticed that there was a considerable amount of litter in the car park at Somerset Bridge again which had blown in on the wind. JM is more than happy to help collect this up.

Action: KB to action

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

Wednesday 20<sup>th</sup> December 2017, 10.30 am, Redgate Medical Centre