

MINUTES OF THE
REDGATE MEDICAL CENTRE/SOMERSET BRIDGE MEDICAL CENTRE
PATIENT PARTICIPATION GROUP MEETING
HELD ON WEDNESDAY 10TH MAY 2017
AT REDGATE MEDICAL CENTRE

Present:

Janet Royston , Patient Rep, SBMC
Clair Brown, Patient Rep, RMC
Sue Boulton, Patient Rep,

John Mitchell, Patient Rep, RMC
Elsa Gell, Patient rep, SBMC
Phyllis Smith, Patient Rep, RMC

Pat Crick, Patient Rep, RMC
Kathy Bartley, Practice Manager

Allison Scott, Receptionist/Carers Champion

1. Welcome and Introductions

Members of the group were welcomed to the meeting.

2. Apologies

Apologies were received from John Sealey, Evelyn Riches, David Preece

3. Actions Arising from the Notes of the last Meeting

Sustainability & Transformation Plan (STP) – Janet reported that she had now received a response following her recent letter to local Councillors, who were generally very supportive of the concerns she had raised with them regarding the potential loss of in-patient hospital beds.

Improved Access – Kathy gave an update on Bridgwater Bay Health Federation’s plan to implement improved access across Bridgwater and the surrounding villages. At present all practices are taking part (though some are more engaged than others). A draft rota has been drawn up and circulated to practices for approval. It is anticipated that Redgate will undertake its improved access opening hours on a Tuesday evening rather than a Saturday morning and Somerset Bridge will continue to provide hours on a Wednesday evening. Initially whilst IT issues are resolved practices will only offer appointments during these hours to their own registered patients. Once there is final agreement on the rota practices will need to decide how best to communicate the changes with patients.

4. Repeat Prescription Service

Since the last meeting group members haven’t experienced any recent issues obtaining repeat prescriptions from either practice. However, two members of the group had had problems obtaining batch prescriptions from one local pharmacy. It was suggested that group members

should seek resolution of the problem with the pharmacy directly but might also let the practice know if they experience any ongoing problems with their batch prescriptions.

Repeat Prescription Audit

Kathy reported that the results of the most recent snap-shot audit of random repeat prescriptions revealed that all prescriptions audited were processed, signed and were ready for collection by the patient/pharmacy within 2 working days.

Electronic Prescription Service (EPS)

Kathy informed the group that both practices were preparing to go-live in July with EPS. An information sheet was circulated outlining how EPS works and the benefits to patients. It was suggested that the practice could attach brief details to patients repeat prescriptions to make them aware of the change and make available the information sheet in the practice to anyone who wanted further information. The practice would also look at promoting this via the waiting room information screens and website.

5. Gardening Group - application for funding

Clair reported that the Gardening Group are seeking to apply for a grant from Homes in Sedgemoor's Making a Difference Fund. As part of the application process consultation with local residents is required and ideas for the survey were requested. Kathy agreed to put together the draft survey and Sue agreed to help obtain the views of patients using the practice.

6. Singing Group

Kathy informed the group that the practice was looking to establish a singing group to support patients, particularly those with respiratory disorders where it has been evidenced that singing regularly as part of a group can help reduce the feeling of shortness of breath and generally improve health and well-being. The group would be open to everyone. Elsa and Clair expressed an interest in becoming involved.

7. Any Other Business

In Charley's Memory (I.C.M)

The practice is looking to collaborate with the I.C.M charity, who as part of their work provide counselling services and support to young people. The practice and representatives of I.C.M will meet to explore new ways to engage with the community, particularly young people.

Elsa has written to Dr Hynes to thank him for all his recent help and support.

Pat expressed her sincere thanks to practice staff and group members for all their help and support over the past year.

Janet has been invited to attend Healthwatch Somerset's 'Network of Network Meetings' taking place at the Albemarle Centre in Taunton on 24th May. She will report back at the next PPG meeting.

Clair enquired whether the practice had received any promotional literature from the Watch Project who run self-management and peer support courses in Bridgwater and Burnham as she was concerned that courses were being cancelled due to lack of attendances. Both Kathy and Allison confirmed that they had not seen any promotional material.

Sue had noted recently that several of the waiting room information slides were running too quick to read. Kathy will review the slides and readjust the timings. Meanwhile members of the group will make a note of any particular slides that particularly need adjusting.

8. Date and Time of Next Meeting

10.30 am Wednesday 21st June 2017, Somerset Bridge Medical Centre