

REDGATE MEDICAL CENTRE/SOMERSET BRIDGE MEDICAL CENTRE

NOTES OF THE PATIENT PARTICIPATION GROUP MEETING HELD ON

WEDNESDAY 14TH MARCH 2018

Present:

John Mitchell, Patient Rep, SBMC

Clair Brown, Patient Rep, RMC

John Sealey, Patient Rep, RMC

Sue Boulton, Patient Rep, RMC

Kathy Bartley, Practice Manager

Allison Scott, Receptionist/Carers Champion

Item 2 - Maria Kelly, Energy Projects Officer, Homes in Sedgemoor

1. APOLOGIES

Apologies were received from Phyllis, Elsa and Pat.

2. ENERGY PROJECTS OFFICER

Maria Kelly was welcomed to the meeting to discuss her role as Energy Projects Officer for Homes in Sedgemoor. Maria is currently working on community project with Homes in Sedgemoor residents living on the Sydenham estate to help customers save money by switching suppliers, obtain warm home discounts, unclaimed benefits and make energy saving measures. She can also make referrals to other agencies for help, when needed. It is hoped the project will be expanded following its evaluation to include all Homes in Sedgemoor tenants in due course.

Action: Maria to provide promotional material for the practice to display in the waiting area.

3. SEDGEMOOR DISTRICT COUNCIL COMMUNITY GRANTS – UPDATE

Kathy informed the group that she was currently awaiting the outcome following grant application submissions for both the singing group and gardening group. Kathy thanked members of the group for their help with both applications.

4. FEEDBACK FROM JOB CENTRE ‘ONE YOU – HEALTH AND WELL BEING EVENT

Sue, Clair, John and Kathy provided feedback following their attendance at the recent Job Centre Health and Well Being event . The event was designed to raise awareness to Job Centre customers about the help and support that is available locally with health and wellbeing issues as well as healthy lifestyle choices. The event was arranged in conjunction with Public Health England’s “One You” campaign. Sue, Clair and Kathy attended to promote the social prescribing activities currently being provided within the practice. It was agreed that the event had been very well organised and

well attended. It was hoped that several of the people who had expressed an interest in the practices' social prescribing activities would engage in the near future.

5. PRACTICE UPDATE

GP Recruitment – Kathy and a number of GPs from the practice would be attending a GP recruitment evening at Taunton Racecourse this evening to meet potential applicants. This would take the form of a 'speed-dating' style event to allow practices to promote their practice and the services it provides.

Data Protection Regulations –The EU will introduce new legislation, called General Data Protection Regulation (GDPR) that will replace the current EU structure on the handling of data. The new Act, which will implement the requirements of the GDPR in the UK will come into effect on 25th May 2018. The eight principles of the current Data Protection Act will remain once GDPR is introduced but in addition there will be additional requirements such as enhanced privacy notices and documentation to be kept by data controllers, more detailed rules regarding consent, enhanced data subject rights appointment of Data Protection Officers.

Easter Bank Holiday Closure – Both practices will be closed on Good Friday and Easter Monday. Pharmacies within local supermarkets will be open on both days and on Easter Sunday Cranleigh Gardens will be the emergency pharmacy, which is open between 4-6 pm.

6. PPG CHAIRS NETWORK

KB reported that a delegate PPG chair from Somerset is invited to attend The Changing role of participation in a transforming NHS' event taking place in London 21st March. Interested PPG members should contact KB.

Triage – The practice has continued to make some changes to the telephone triage system for urgent care at Redgate. Five members of the clinical team are now undertaking telephone triage on a rota basis and this appears to be working well. At present there are still no plans to roll it out at Somerset Bridge due to staffing capacity issues.

7. ITEMS FOR SPRING NEWSLETTER

Job Centre Health & Wellbeing Event

Village Agent/Talking Café

Singing Group – Christmas Concert photo

Digital Diabetes Prevention Programme

8. ANY OTHER BUSINESS

None

9. Date and Time of Next Meeting

Wednesday 25th April 2018, 10.30 am, Somerset Bridge Medical Centre