

MINUTES OF THE
REDGATE MEDICAL CENTRE/SOMERSET BRIDGE MEDICAL CENTRE
PATIENT PARTICIPATION GROUP MEETING
HELD ON WEDNESDAY 3RD FEBRUARY AT SOMERSET BRIDGE MEDICAL CENTRE

Present:

John Sealey , Patient Rep, RMC
Elsa Gell, Patient Rep, SBMC
John Mitchell, Patient Rep, SBMC

Patricia Crick, Patient Rep, RMC
Clair Brown, Patient Rep, RMC
Sue Boulton, Patient Rep, RMC

Phyllis Smith, Patient Rep, RMC

Kathy Bartley, Practice Manager

Allison Scott, Receptionist/Carers Champion

Apologies:

Robin Furlonger

1. Minutes of the Last Meeting

The minutes of the last meeting held at Redgate Medical Centre on Wednesday 23rd December 2015 were received.

PMS Review – The outcome of NHS England/Somerset CCG's PMS Review confirmed that the practice would receive a reduction in funding from April 2016 for the next 4 years amounting to £93k. KB commented that this would obviously have an impact on the practice, particularly in terms of recruiting additional clinical staff and the continuation of currently un-funded services such as the weight management clinic.

2. Care Quality Commission (CQC) Inspection

KB shared verbal feedback provided by the inspectors during their visit to both practices on 19th and 20th January. Overall the visits went well and feedback received on the day had in the main been positive. The practice's management team will be reviewing the feedback and make any changes where considered necessary to improve the overall patient experience. The formal written reports and practice ratings are expected by the practice in mid/late March.

3. Somerset's Commitment to Carers Event

KB asked members to let her know if they were interested in attending the event scheduled to take place on 12th February .

4. Sports Relief Games 2016

Members of the PPG present confirmed that they would be interested in taking part in The Bridgwater Mile walk in support of the Sports Relief Games again this year. This year's event takes

place on Sunday 20th March at Bridgwater College Academy Sports Development Centre. KB agreed to obtain and circulate further details regarding registration to the event. Members of the walking group would also be invited to take part.

Post meeting note: Start time for walks. 11 am – 6 miles, 11.30 am – 3 miles, 12 noon – 1 mile.

5. Suggested Items for the Spring Newsletter

The following news items were suggested:-

- Sports Relief Games
- CQC inspection update
- Outcome of the PMS Review

6. Health Forum Meeting

It was noted that the next meeting due to take place on 11 February had been postponed. The next scheduled meeting will now take place on 19 July 2016.

7. Public Health Practice Profile 2015-16.

This item was deferred until the next agenda to enable PPG members opportunity to review the full reports in detail.

8. Any Other Business

Patient feedback

Receptionists - Members of the group felt that the welcome by the duty receptionist was not on every occasion warm and friendly. KB thanked PPG members for this useful feedback which she would share widely with reception staff to ensure this was improved upon.

Age UK Drop-in Sessions – A member of the group provided personal feedback of their recent experience of the service. KB confirmed that she was planning to meet with Age UK to evaluate the drop-in sessions as the one year anniversary approached.

Bridgwater Bay Health Federation PPG. The Minutes of the group's last meeting were tabled.

9. Date and Time of Next Meeting

Wednesday 16th March 2015, 10.30 am, Redgate Medical Centre