

PRESTON GROVE MEDICAL CENTRE

Meeting of the **Patient Group** held on **Monday 7 March 2016** in the **Common Room** at **Preston Grove Medical Centre**.

Present: David March, Patient (Chair)
Philippa Clifford, Reception Manager
Sally Higgins, Office Manager
Sue Jay, Nurse Manager
Karen Lashly, Practice Manager
Christine Lincoln, Patient (Secretary)
Peter Spranklen, Patient
Dr Emma Jones
Mike Triton, Patient
Kathy Way, Patient
Mike Way, Patient
Eva Whear, Patient

1 Welcome and Apologies

- 1.1 David welcomed everyone to the meeting.
- 1.2 Apologies were received from Chrissie Gee, John Hann, Ruth Hann and Dee Williams.

2 Minutes

- 2.1 The minutes of the meeting held on 11 January 2016 were agreed as an accurate record, subject to the following amendment. Under item 4.2 the Yeovil Carers Group meets on the first Monday of each month at the Old Barn Club, Yeovil.
- 2.2 David said the group was well represented at the Somerset Together Co-Design Workshop on 24 February, and it was an interesting meeting looking at a new approach to health.
- 2.3 There was a further discussion about on-line prescriptions under item 9.6. Patients need to contact the surgery via the website or speak to the pharmacy direct to arrange on-line prescriptions.
- 2.4 Mike raised an issue he had with prescriptions and this would be dealt with outside of the meeting.

3 Patient Benefit Fund

- 3.1 Following the recent expenditure from this account for the new telephone system and ECG Machine, the new balance is £130.16. This includes a recent donation of £25 from a patient and some interest.
- 3.2 All the paperwork for this account has now been signed, with the new trustees in place.

4 Carers Update

- 4.1 Karen said there are currently 346 patients registered as carers with the practice and 83 of these are registered with Mandy, who is the Carers Champion at Preston Grove, for further support.

- 4.2 A drop in session is being held for carers on 26 April from 10.00 am to 3.30 pm at the Town House, Union Street, Yeovil.
- 4.3 Karen said that Mandy no longer receives correspondence about patient group meetings and asked Christine to add her to the circulation list again.

Action: Christine to include Mandy on the circulation

5 Mission Statement, Goals and Strategy

- 5.1 Karen talked through the mission statement and goals. She went through the Strategy which has been put in place as an action plan. The document will be circulated, but is not to be shared outside of the group.

6 Health Event Planning

- 6.1 At the last meeting there were two topics suggested, Diabetes and Asthma. It was agreed the next event would focus on diabetes. Dr Ian Boyland is the Diabetes Lead in the Practice. The Lead Nurse at Yeovil District Hospital is Su Down and Lydia Woodward leads on Diabetes for Somerset CCG.
- 6.2 It was agreed the event should take place during May/June to allow time to get speakers in place. The event would be advertised in the practice, a note could be included on prescriptions and Karen suggested sharing it with other Practices in Yeovil to encourage attendance.

7 Patient Suggestions/Complaints

- 7.1 No suggestions or complaints had been received.
- 7.2 Patients have been giving positive feedback on the new telephone system, one of the features is telling callers what number they are in the queue, and patients find this helpful. Karen said the practice had been able to obtain a few additional telephone lines.
- 7.3 Eva had some feedback from two patients; one had called to see his GP but was unable to get an appointment until the end of March. Philippa said this may have been due to GP going or returning from annual leave. She explained the system where patients will be asked for brief explanation of their illness to assist staff to ensure they are seen by the right person, so they should not have to wait that long.
- 7.4 The second patient was unable to get an appointment but was referred to the Yeovil Health Centre, in Boots. Philippa said this patient should have been seen by the Nurse Practitioner on the same day, or the following day if the call was late in the afternoon.
- 7.5 In both these instances Philippa would have been happy to talk to the patients to ensure they were given an appropriate appointment. She is always happy to speak to patients if there are any problems with appointments.

8 Practice Updates

- 8.1 Karen said Health Coach interviews will be taking place shortly, the first round of interviews will be carried out as 'speed dating', to draw up a short list of candidates, before the second round of interviews take place. These will be for posts across all Yeovil Practices.

- 8.2 There will be seven Health Coaches at Preston Grove; the common room will be set up as their office and there will be three examination rooms for seeing patients.
- 8.3 The Practice currently preparing for a CQC inspection and staff appraisals will be carried out shortly.

9 Any Other Business

- 9.1 There are still issues with the car-park when school finishes, especially on Tuesday which is immunisation and vaccination day. It was suggested that David and Peter would 'man' the gate on 12 April between 2.45 pm and 3.15 pm. The Practice will be closed on that afternoon for staff training, so there will be no appointments and the gate can be closed.

Action: Karen would let the school know

- 9.2 Peter said some of the trees are blocking the lights. Sally would contact the groundsman and arrange for these to be trimmed back.

Action: Sally would contact the groundsman to cut some of the trees

- 9.3 David said there are currently 12 patient members on the group so two more can be invited to join.

Action: Christine to contact two of the people on the waiting list

10 Date of the Next Meeting

- 10.1 The next meeting will be held on 11 April 2016 starting at 5.30 pm.