

PRESTON GROVE MEDICAL CENTRE

Meeting of the **Patient Group** held on **Monday 26 June 2017** in the **Common Room** at **Preston Grove Medical Centre**.

Present: David March, Patient (Chair) Karen Lashly, Practice Manager
 Chrissie Gee, Patient Christine Lincoln, Patient (Secretary)
 John Hann, Patient Michael Tritton, Patient
 Malcolm Jefferies, Patient

1 Welcome and apologies

- 1.1 David welcomed everyone to the meeting.
- 1.2 Apologies were received from Eva Whear, Dee Williams, Mike and Kathy Way and Ruth Hann.
- 1.3 David reported that Peter Spranklen had resigned from the group. He had been contacted and thanked for his contributions to the group over the last few years.

2 Minutes

- 2.1 The minutes of the meeting held on 3 April 2017 were agreed as an accurate record.
- 2.2 Karen had received an acknowledgement from the Ombudsman regarding the complaint made by Preston Grove Surgery following the CQC visit.
- 2.3 Christine confirmed that the Terms of Reference and Rules had been updated to reflect the change in meeting format and membership.
- 2.4 Karen will contact NAPP regarding membership for the Patient Group. **(Action)**
- 2.5 Karen would find out whether the Blood Sugar Metre had been purchased with the money left to the Patient Benefit Fund.
- 2.6 Karen confirmed that there is an open letter in reception saying that Dr Steve Wood will be leaving and patients will be registered to a new GP.

3 Patient Benefit Fund

- 3.1 Karen said that no additional money had been added to the Patient Benefit Fund.

4 Diabetes Event

- 4.1 Malcolm said that he would be attending a meeting to discuss the event on 27 June and would be able to give an update at the next meeting **(Action)**. Karen confirmed that Dr Boyland, Nurse Catherine Cassell and Mandy Mason will be attending on behalf of Preston Grove.
- 4.2 Karen reported that in Scotland a system has been set up where patients can log onto a website and self-medicate and contact medical staff for advice. This system is being set up in Somerset and an event has been designed to look at how this is working.
- 4.3 Malcolm did not have any further information on the planned frailty event; however David would be seeing John and Ray from Oaklands and Penn Hill Surgeries when he would discuss this.

- 4.4 Karen said that a small sample of patients had been selected to pilot this and at the end of the pilot it will be decided how to roll this out.
- 4.5 Preston Grove is trying to run a diabetes group on Saturday mornings and this will be open to diabetic patients across Yeovil.
- 4.6 David said he will be meeting the other Yeovil Patient Group Chairs on a regular basis and Abbey Manor Patient Group Chairs is now part of this.
- 4.7 Karen said it was very positive now that David on behalf of this group is working well with other Practices in Yeovil.

5 Car Parking

- 5.1 Chrissie said monitoring the car park had been sustained this for five weeks however the rota could not be maintained. The members involved were Chrissie, Michael, Peter, Eva and her husband.
- 5.2 Chrissie said that this had started well and was an enlightening experience. There were some abusive people, however on the whole it was well received, especially by the local residents. The rota started with two people each day and then reduced to one person towards the end.
- 5.3 Eva had sent an email to Chrissie with her comments about how it had worked and they were all positive.
- 5.4 During the car park monitoring Peter had resigned from the group. Having spoken to Michael he was very negative about the group, feeling that when issues had been raised they were not acted on, examples he gave were the suggestion of purchasing a water cooler for reception and general maintenance of the grounds. Karen said these were all valid suggestions however the Practice did not have the money to purchase the water cooler and the maintenance of the grounds is carried out by the gardener to the best it can be done.
- 5.5 Karen thanked Chrissie and her team for all the work they had done monitoring the car park, which had been really appreciated and a big help to the Practice. Chrissie said that the team would be happy to be contacted again if car parking monitoring was needed for a temporary period, before a permanent person was put in place.

6 Community Car Scheme

- 6.1 Karen said that no formal survey had been carried out regarding a community car scheme. At the moment the Practice are triaging patients and only visiting people who genuinely needed to be visited, so a car scheme was not currently required.
- 6.2 David said that he had attended one of the car scheme meetings and reported back to Somerset CCG and Somerset County Council. This is being driven by Somerset County Council who is seeing how this could be run.
- 6.3 Karen suggested this could be a topic for a future patient survey to find out about any issues patients have with transport. She would consider this at a later date and feed back to the Patient Group **(Action)**.

7 Practice Update

- 7.1 Karen said that the CQC wanted to carry out a follow-up inspection and will be visiting on 17 July for half a day. The Practice has made all the changes needed and sent details to the CQC. A different inspector will be attending.
- 7.2 A Paramedic had started working for the Practice; this had been slightly delayed due to DBS checks being carried out. The Paramedic has been visiting other Practices who are using this scheme, which is proving successful.
- 7.3 There are two receptionist vacancies currently being advertised in NHS Jobs as one receptionist is on maternity leave and another will be leaving shortly.
- 7.4 A new member will be joining the Prescribing team shortly.
- 7.5 Flu sessions are being planned for Saturdays during October 2017 and Karen would like to invite the Patient Group to help out during these sessions. The members would be able to talk to patients about the group, offer them tea and coffee and direct them to the rooms.
- 7.6 When more details are available Karen would circulate these to the group to ask for volunteers **(Action)**.
- 7.7 Karen will arrange identity badges for Chrissie and Malcolm **(Action)**.
- 7.8 The Health Coaches are working well and have daily huddles with staff where they discuss complex patients.

8 Any other Business

- 8.1 Chrissie asked whether there was a bereavement team in place at the Practice. Karen said there is support for relatives. A card is sent to the relatives from the Health Coaches and this is followed up by contact from a GP. The Palliative Care team meets with the Practice once a month.
- 8.2 Karen thought this would be a good topic for the next meeting and would invite a GP to attend **(Action)**. Karen would welcome any thoughts from the members on this and any experiences they would be willing to share **(Action)**.
- 8.3 Chrissie said she would like to attend a future palliative Care meeting.
- 8.4 David confirmed that he and Malcolm would be attending the Somerset CCG AGM on 28 June 2017 in Bridgwater.
- 8.5 The next county-wide PPG Chair Network meeting is being held on 10 July 2017, David and Malcolm would both attend this meeting.

9 Date of Next meeting

- 9.1 The next meeting will be held on Monday 4 September 2017 at 1.00 pm. Meeting dates would be set at the end of each meeting.