

PRESTON GROVE MEDICAL CENTRE

Meeting of the **Patient Group** held on **Monday 3 April 2017** in the **Common Room** at **Preston Grove Medical Centre**.

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

1 Welcome and apologies

- 1.1 David welcomed everyone to the meeting.
- 1.2 Apologies were received from Kathy and Mike Way.

2 Minutes

- 2.1 The minutes of the meeting held on 28 November 2016 were agreed as an accurate record.
- 2.2 Karen said the CQC report has been received and overall was good. The complaint from Preston Grove Surgery to the CQC following the visit had not been upheld apart from one item and Karen has therefore forwarded to the Ombudsman.
- 2.3 David confirmed that the Patient Group were very supportive of this.
- 2.4 David said that following the meeting of the patient members, it had been agreed to rearrange meeting dates to accommodate Karen and her team. Meetings will be held during the lunch hour (1 pm to 2 pm), four times a year. Karen would attend meetings on behalf of the practice.
- 2.5 If the patients wanted to meet separately this will be arranged by David or Christine.
- 2.6 It was agreed the next meeting would be held on Monday 26 June at 1 pm at Preston Grove and Karen would find out whether a GP and Sally are able to attend.
- 2.7 It was agreed that Christine would update the Rules of the group to say meetings will be held no less than four times a year.
- 2.8 The Terms of Reference would be updated to state
 - a GP and the Practice Manager would attend meetings.
 - meetings would be held on Monday lunch time at 1 pm for no longer than an hour.
- 2.9 It was agreed that Malcolm Jefferies would be the Vice Chair.
- 2.10 The group would affiliate to NAPP (National Association of Patient Participation), which would confirm the charitable status.

3 Patient Benefit Fund

- 3.1 Karen said that a patient had recently passed away and had left £263 to the Practice with a request that this should be spent on diabetic care. It was agreed to purchase a professional Blood Sugar Meter and Sally will write to the family to thank them for the donation and say what the money had been spent on.

4 Diabetes Event

- 4.1 David has been working with other PPG Chairs to see if an event could be set up:

- Abbey Manor
- Hendford Lodge
- Penn Hill
- Ryalls Park

- 4.2 David had not had a response from Abbey Manor.

- 4.43 Karen was concerned that Oaklands Surgery had not been approached to be part of this and felt all Yeovil practices should be included as they all work collaboratively. David confirmed he will also be contacting Yeovil Health Centre (Boots walk in centre). David said that Ray Croissant (Penn Hill) had been liaising with Somerset CCG who had agreed to host the event at Wynford House. David will be meeting with the Chairs on 11 May to discuss this further and will report back at the next meeting.

- 4.4 Karen said that Dr Ian Boyland is the diabetes lead for Preston Grove and is also working with Yeovil Hospital. Rachael Rowe from Somerset CCG is leading the 100 day challenge for Diabetes and Ian is part of this group and meets with them regularly.

5 Car Parking

- 5.1 Karen had previously talked to David about the practice employing someone to monitor the car park on a daily basis during 2.30 pm and 3.30 pm. David had suggested the Patient Group could take on this role for a trial period. Karen was happy with that suggestion as long as the Patient Group could give reassurance that someone would be available every day. Karen would arrange some training for those involved. It was agreed to trial this for one school term.

- 5.2 Chrissie agreed to coordinate this and contact members who would be available to help out.

6 Car Scheme

- 6.1 David said this had been discussed at a previous meeting and would be solely for the use of Preston Grove patients to help the practice and patients. Karen had talked to the doctors about this and they wanted an audit carried out before this was taken forward. Currently patients are triaged daily so only legitimate patients have home visits. If the doctors decide to go ahead with this Karen would contact David.

- 6.2 The initial set up fee for a car scheme is £200 and it is arranged by Somerset County Council. David said that West Somerset operate a similar scheme and this has worked well, however West Somerset is a very rural area.

- 6.3 It was agreed this would be left on the agenda for the next meeting.

7 Practice Update

- 7.1 Karen said that Dr Steve Wood will be leaving the practice, however an announcement would not be made to patients until later in the week. Dr Wood is moving to the Urgent Car Centre in Weymouth on 14 July 2017. A replacement partner had already been recruited.
- 7.2 David asked Karen to pass on good wishes on behalf of the patient group for all his valued work within the practice.
- 7.3 Karen said there were currently three vacancies for Nurse Practitioners within the practice. A practitioner from the Ambulance Trust, who is a trained paramedic, is being employed by the practice from 22 May, who will visit patients in their own homes. This will be a full time post known as a "Paramedic Practitioner". This has worked well in other practices.
- 7.4 There is currently a vacancy within the Medicines Management Team and interviews for this position are being held week commencing 10 April 2017.
- 7.5 Preston Grove staff hold daily 'huddles' where the health coaches meet to discuss complex patients with members of each team. Support is given to:
- complex patients
 - patients who are admitted to hospital to ensure they are discharged quickly
 - patients who are discharged from hospital
- 7.6 This is going well as everyone is working together and this will link with the complex care hub.

8 Any other Business

- 8.1 Peter asked about the doorbell at the back of the practice and whether this is monitored. Karen said that usually a member of staff will let patients in if they ring; however she would highlight this to staff.
- 8.2 Chrissie asked if information showing which days each doctor worked could be made available. Karen said this should be on the website however she would check this and add if necessary.
- 8.3 Dee highlighted that the flush on the patient toilet is broken. Karen said this had not been reported and would ask maintenance to have a look. However, as it gets a lot of use patients must ensure that the cistern is full before flushing.

9 Date of Next meeting

- 9.1 The next meeting will be held on Monday 26 June 2017 at 1.00 pm. Meeting dates would be set at the end of each meeting.