

## PRESTON GROVE MEDICAL CENTRE

Meeting of the **Patient Group** held on **Tuesday 4 September 2018** in the **Common Room** at **Preston Grove Medical Centre**.

Present: Malcolm Jefferies, Patient (Vice Chair)  
Christine Lincoln, Patient (Secretary)  
Michael Tritton, Patient  
Dee Williams, Patient  
John Hann, Patient  
Ruth Hann, Patient

### 1 Welcome and apologies

- 1.1 Malcolm welcomed the members to the meeting.
- 1.2 Apologies were received from David, Chrissie, Mike and Kathy and Karen.

### 2 Minutes

- 2.1 The minutes of the meeting held on 5 June 2018 were agreed.

### 3 Matters Arising

- 3.1 The first newsletter had been circulated to the members and to Karen to include on the Practice website. It was not known whether the newsletter was on the website.

**[Post meeting note: Christine reviewed the website but the newsletter has not been added. Also to note there are no minutes on the website newer than 2016].**

- 3.2 Malcolm confirmed that Diabetes My Way is now up and running. Both Malcolm and Dee are part of this but have not yet registered.
- 3.3 At the last meeting Karen reported that a Nurse Practitioner role was being advertised but there was no update to whether an appointment had been made.
- 3.4 Malcolm said that staff is frequently raised at the Somerset PPG Chair Network as there is an issue across Somerset. However, Preston Grove is currently doing well with staff and recruitment.
- 3.5 The group would like an update on item 9.9 where patients who do not visit the practice are being reviewed and contacted to decide whether they can be removed from the practice list.
- 3.6 Item 10.2 – It had been highlighted that there was low attendance at the meeting on 5 June 2018. David had contacted everyone but there was still low attendance at this meeting.
- 3.7 Dee said that the Patient Group members do offer to help the surgery however this offer is never taken up and wondered if the Surgery still wanted to have a Patient Group. Mike pointed out that this is a separate issue. The members sign up to the Patient Group to attend meetings and need to attend. Out of courtesy members should confirm their attendance or apologies to Christine so that a decision can be made if a meeting needs to be cancelled.
- 3.8 It was note that there no representation from the Surgery, Karen was on leave but the group felt that another member of staff or a GP should be in attendance.

- 3.9 Ruth said that the Patient Group always offer to help out during flu clinics and last year Karen had agreed to send out details for volunteers, however the Patient Group never received any information. Flu clinics are already being advertised for 2018!

#### **4 Updates from Chair**

- 4.1 Malcolm confirmed that both he and David continue to attend the Somerset PPG Chair Network meetings arranged by Somerset CCG. At the last meeting most of the issues raised were around the STP. Questions were asked but the CCG were not forthcoming with answers or feedback.

#### **5 Patient Benefit Fund**

No-one from the Practice attended the meeting so there was no update on the Patient Benefit Fund.

#### **6 Updates from the Practice**

- 6.1 No-one from the Practice attended the meeting so there was no update.

#### **7 Any Other Business**

- 7.1 Mike had read an article in the Daily Mail which highlighted that half of adults over 40 are missing out on their Health checks. These are available for adults between the ages of 40 to 75 every five years.
- 7.2 Ruth asked when prescriptions are reviewed as all recurring prescriptions have a review date, however in most cases the date has gone. Is this something that is instigated by the GP or the patient?

**Action: Karen can you give an update on Health Checks at Preston Grove or in Somerset**

- 7.3 The question was asked how patients can have cholesterol tests and whether this is part of a routine blood test.

**Action: Karen please can you address this question**

- 7.4 The group suggested that one of the Health Coaches and a Paramedic could attend a future meeting to give an update on the work they do in the surgery.

**Action: Karen to invite a Health Coach or Paramedic to a future meeting.**

#### **8 Date of Next meeting**

- 8.1 It was agreed the next meeting will be held on 5 December 2018 at Preston Grove Surgery, starting at 5.30 pm