



Three Shires Patient Participation Group MEETING

Date: Thursday 21st March 2019

Venue: Wick Surgery

Present: Ruth Bridgens (M), Mike Hatch (P), Janet Spence (M), Jean Purnell (M), Ken Mace (C), Maureen Hurcom (P), Gwen Warner (W), Brenda Claxton (W), Erica Laws (C), Mandy White (PM), Dr Pedro Pinto (C), Dr Richard Prince (M), Dr Richard Greenway (W) Dr John Seddon (P).

1. Apologies and Introductions

Sara Penellum (P), Dawn Brooks (M), Jackie Vincent (W), PG (W), Peter Hawley (C).

2. Guest Speaker

Dr Victoria Sanderson, Dementia Research Study Doctor at Bristol Brain Centre at Southmead Hospital is part of the Research into Memory, the Brain and Dementia ReMemBr Group. The Group's aim is to diagnose and treat people living with a dementia and offer clinical trial opportunities to people with and without a dementia. She outlined the different types of dementia identifying Alzheimer's disease as the most common. She explained two studies that are being undertaken and for which she is looking for recruits. Details of what is involved in the studies and an application form is attached to these meeting minutes. **Action: Mike**

3. Minutes of 4.12.18

Approved and signed.

4. Matters Arising

a) Gmail address and publicity: Gmail is working OK; Janet checks it regularly; however it is not well used. Agreed that Gmail address to be publicised in future patient newsletters and articles produced for parish / village newsletters and magazines. **Action: Base Article Mike to share 4patientparticipation@gmail.com** is our PPG Gmail address.

b) New Housing in Pucklechurch: Concern about new housing units in Pucklechurch and increased volume of patients using Pucklechurch surgery making it even harder to book an appointment to see a doctor or nurse practitioner. Unlikely that there will be finance for more clinical time. Agreed that we should write to Luke Hall MP.

Action: Maureen to draft letter to Luke Hall

c) All Other Actions in December Minutes: Completed.

5. Election Chair, Secretary and Deputies

Janet confirmed as Chair for a further year; Ruth agreed to be deputy chair. Mike confirmed as Secretary for a further year: no deputy agreed but Ken offered to help Mike as necessary.

6. Annual Report

Mike presented our first PPG annual report which was accepted by the meeting. He drew attention to achievements and how our patient survey should help us to move forward. On behalf of the group he thanked Mandy and the partners for their support and involvement with the group. Thanks were proposed by Mandy and the partners to Janet and Mike for steering the Group through its first year.

7. Patient Survey

Janet presented the patient survey results. Issues to consider:

- a) Use of the Practice website; this generated discussion about issues with the Patient Access system. It was agreed that our website needs to be promoted. Agreed the Virtual Group (PRG), when added to from interest shown in the survey, be contacted to register with Patient Access. Checked with Patient Access, they do not offer a telephone support service but offer an email support service support@patientaccess.com **Action: Next meeting**
- b) **Interest in Befriending:** Sufficient interest in both becoming a befriender and being befriended to pursue this interest. Maureen and Ken agreed to look into what currently exists in their areas of the Practice area. Maureen took away details of people wanting befriending and people interested in being befrienders to make initial contacts. **Action: Ken and Maureen and next meeting**
- c) Consideration of involvement of RSVP volunteer organisation and Ken's LINK contacts could be useful in developing support for hospital transport. Which surgeries do the respondents to the befriending etc questions use. **Action: Janet and Mandy**
- d) **Carers:** Keep carer information available at all sites. **Action: Mike**
- e) **Groups:** the possibility of organising a health event around one of the topics identified could be considered for later in the year. The possibility of online fora can be investigated; consider this with Jackie when she is available. **Action: Next meeting**
- f) **Bereavement Support:** **Action: Brenda, Mandy, Dr Greenway**
- g) **Medication reviews:** Article about medication reviews for the next Patient Newsletter. **Action: Mike**
Partners to see what can be done about keeping medication information on repeat prescriptions updated.

8. Partners and Practice Manager Update

The new GP contract encourages GP Practices to club together to provide out of hours appointments referred to as Improved Access (IA); there are two hubs in South Gloucestershire; Three Shires is in the south hub. From 1st April there will be evening appointments and Saturday morning appointments at a surgery site in the south hub. Work is still proceeding with the booking system for out of hours appointments at other surgeries.

Online booking is a major government initiative; Three Shires has 42% of patients registered to access Patient Access. The new contract encourages sharing of pharmacist services and development of social prescribing through Primary Care Networks (PCNs) and practices are working towards establishing these networks to facilitate the recruitment of staff to provide those services across the PCN.

Mandy advised that we have a new Nurse Practitioner, Liliana Barnard covering Colerne, Marshfield and Pucklechurch. We also have a new pharmacist Shoheb Ali.

9. Any Other Business

Agreed that future meetings would start at 6.30pm enabling both doctors and group members more chance to attend from the start of the meeting. Agreed that PRG (virtual group) members should receive copies of minutes. The PRG will be expanded from the expressions of interest in the survey.

Action: Janet and Mandy

10. Dates Next Meetings

Tuesday 18 th June	Marshfield	6.30pm
Thursday 26 th September	Colerne	6.30pm
Tuesday 10 th December	Wick	6.30pm
Thursday 19 th March	AGM Pucklechurch	6.30pm

Signed:

Date: