



Three Shires Patient Participation Group MEETING

Date: Thursday 26th September 2019

Venue: Colerne Surgery at 6.30pm

Present: Gwen Warner(w), Janet Spence(m), Erica Laws(c), Peter Hawley(c), Mike Hatch(p), Ken Mace(c), Jean Purnell(m), Maureen Hurcom(p), Ruth Bridgens(m), Rodney Stone(p), Mandy White (PM), Dr Pedro Pinto(c).

1. Apologies

Dawn Brooks (m), Jackie Vincent (w), Carmen Bradley(p), Pamela Golton(w), Henk Smit(w), Sara Penellum(p), Brenda Claxton(w).

2. Minutes of Meeting 18.6.19

Approved.

3. Matters Arising

a) Virtual Group: 29 people are members of the Virtual Group; further check to be made on numbers as several people in the survey had expressed interest. **Action: Mandy to check.**

b) Carers: Following audit of Practice support for carers we keep our Silver Award. New carers added to the Practice Carers Register from the Carers Support Centre.

c) Medication Reviews: Discussed the process for updating medication review dates; two screens on EMIS need to be entered to ensure update appears on repeat prescription forms; guidance to be issued to remind staff. **Action: Partners / PM**

d) The Practice Website is now mobile phone friendly; however there is no alternative way at this time to access PPG info other than via the 'have you say' button. **Action: Mandy to add a note on the homepage and liaise with supplier.**

4. Good Neighbour / Befriending Update

Items in Wick, Hinton and Dyrham magazines. One person interested in volunteering and one wanting a volunteer. Marshfield village magazine, facebook and posters had drawn four possible volunteers. Discussion followed about how Good Neighbour (GN) and LINK schemes could be set up and work. Funding for mobile phones and other probable costs to be pursued with South Gloucestershire and local Parish Council; GN Scheme in Marshfield would need a coordinator. Ruth happy to continue with more publicity work and approaches to councils for funding. **Action: Ruth**

5. Flu Clinics – PPG leaflet / Carers

Mike explained how we aim to publicise the PPG and identify and give information to carers. A leaflet explaining the PPG and 30 Carers Packs per surgery site have been prepared; Marshfield, Wick and Pucklechurch already have PPG members signed up for presence at some flu clinics; Mike will contact Colerne PPG members when Colerne flu dates are available.

Action: Mike (Actioned 27.9.19)

6. Support Groups

Our first support group is the Bereavement Support Group to be run by Brenda and Janet over six sessions from 17th October at Marshfield Chapel. After the sixth session the group will be reviewed with participants to see what should happen next before starting a new group. Gwen and Henk have also expressed interest in bereavement support. We should consider other possible support groups and Information meetings at our next meeting.

Action: Consider at Next Meeting

7. Partners and Practice Managers Update

Mandy advised that the new Primary Care Networks were developing; more information to come over the next 12 months.

Improved access to evening and weekend appointments in the southern hub of the South Gloucestershire CCG area is available and an item on this appeared in the latest Practice Bulletin; out of hours appointments are not yet available to book directly by patient via online.

Following on from the Carers Audit, dementia awareness training will be delivered to reception teams in October and November; carer awareness could be delivered in 2020.

PPG members asked a series of questions.

a: Mole Clinic: not a practical option in a Practice of small surgeries; best for people worried to make a normal GP appointment.

b: Ticks/Lymes Disease Policy: dealt with on case by case basis; each surgery site has necessary equipment to remove ticks.

c: Vitamin K Storage: available in the Practice.

d: Staff Identification: could staff have badges or could there be named photos of staff in reception.

Action: Partners and PM to consider.

e: Confidentiality: discussion of how to enable patient confidentiality at surgery receptions can be achieved; in Colerne a notice to be created to advise patients if they want a confidential conversation at reception.

Action: Mandy to advise.

f: Waiting Room Ambience: a range of issues discussed including overloaded notice boards, music or no music, and how music can mask patient conversations at reception, magazines to look at while waiting for appointments. This would be difficult to resolve as even in the meeting there were opposite views, but the PM will look to make improvements where feasible.

Action: Reconsider at Future Meeting.

8. National Association of PPG's

Mike suggested PPG members might like to look at the current NAPP bulletin he had received today; he mentioned a few of the items included in the bulletin. The new bulletin also enables us to access previous bulletins. Now that we have joined NAPP we need to decide how we enable all PPG members to access exclusive online NAPP resources; we need to set up one log in username and password which we can all use. We need to discuss this at the next meeting. **Action: Next PPG meeting**

9. Any Other Business

- a) **Shingles vaccination:** Available on the NHS to patients that meet the criteria.
- b) **Medication supply:** concerns about problems that may occur with lack or loss of supply of medication following Britain's withdrawal from the EU. The Practice continues to prescribe the best possible alternatives if particular medication is temporarily difficult to obtain.

10. Date Next Meeting

Tuesday 10th December at 6.30pm at the Wick surgery.

Please note in your 2020 diaries that our second AGM will be on Thursday 19th March at 6.30pm at the Pucklechurch surgery.