



## **Three Shires Patient Participation Group MEETING**

**Date:** Tuesday 4<sup>th</sup> December

**Venue:** Marshfield Surgery

**Present:** Ruth Bridgens (M), Mike Hatch (P), Janet Spence (M), Jean Purnell (M), Ken Mace (C), PG (W), Mandy White (PM) Dr Richard Prince (M), Dr Richard Greenway (W).

### **1. Apologies and Introductions**

Sara Penellum (P), Maureen Hurcom (P), Dawn Brooks (M), Jackie Vincent (W), Carmen Bradley (P). Two resignations from the group, Sara Williams and Mel Seaman.

### **2. Minutes of 4.10.18**

Approved and signed.

### **3. Matters Arising**

**a) Blind Copying:** Agreed we should be able to email contact each other.

**b) Flu Clinics:** 18 flu clinics attended by group members, giving out First Contact cards and survey forms, and identifying carers. Mandy and partners thanked the group for their clinic attendances. Janet contacted the telephone number on the First Contact card and was concerned that no one seemed to know how to connect her with information she asked for.

**Action: Mandy / Mike to raise at next PPG network meeting.**

**c) Gmail address:** Janet to follow up Gmail issues.

**Action: Janet**

**d) Colerne rep:** welcome to Ken who has now joined us.

**e) Publicity:** Item prepared for Pucklechurch News and the Marshfield magazine. Ken and Pam asked for copies which could go into Colerne and Dyrham parish magazines.

**Action: Mike to send to PG and Ken**

**f) Bowel Cancer Screening:** The group unanimously favoured Scotland leaflet and felt NHS England should adopt it.

**Action: Mike to feedback.**

### **4. Partners and Practice Manager Update**

**a) New telephone system:** bedding in well; it enables the Practice to know call volumes; across all four Practice sites in November, 5,668 calls were received, 5,554 (98%) were answered.

**b) Flu Clinics:** 2,200 people have been vaccinated; 42 new carers have been identified and added to the Practice Carers Register.

**c) New Text Message System:** patients who receive text messages about appointments can now be alerted for blood test results and similar messages. Ken asked if the texts could be sent when prescriptions are ready; Dr Prince advised this would be difficult at the moment but that the Practice could keep this in mind for the future.

**d) Wick Parking:** no update about proposed yellow lines on surgery side of the A420. Wick PC Chair has taken this issue with the Council.

**e) New Housing:** 50 housing units being built in Pucklechurch; unlikely that the Practice will have more clinical time to cover new patients.

## **5. Patient Survey**

90 online or paper surveys returned. Agreed that the survey should remain open until the end of December. Arrangements for collation of the paper returns will be made in January.

**Action: Mandy / Mike**

## **6. Dr Ashish Bhatia**

Dr Bhatia is a GP offering a Really Wellbeing service for Three Shires patients; he spoke about the service he is offering and the evidence base that supports it. He teaches whole person care at Bristol Medical School. Not only is this service aimed at alleviating suffering but importantly it is about bringing out the best in ourselves. He is currently running a four week course for any of the Three Shires Practice patients on Wednesday evenings at Pucklechurch surgery. The next course starts on January 9<sup>th</sup> at Pucklechurch and will be for a group of 12-15 people. Dr Bhatia's whole approach is about nurturing health and facilitating flourishing. For more information [www.Reallywellbeing.com](http://www.Reallywellbeing.com) is his website. Dr Bhatia would also be interested in developing a support course for carers.

## **7. Group Member Issues**

**a) Colerne:** The group wants to draw Colerne patients into PPG or virtual group. Mike will obtain more Wiltshire carer information and create Carers Packs for Colerne and liaise with Ken.

**Action: Mike**

Agreed the next newsletter should feature Colerne.

**Action: Mike & Ken**

**b) Falls prevention:** the falls prevention service operates after a fall has happened; the group agreed that we should consider how falls can be prevented before they happen; that this issue should be a project for us in 2019 and write an article for the next Practice newsletter.

**Action: Mike**

Age UK and Saga have items on falls on their websites.

## **8. Any Other Business**

Information about an Alzheimer's research project and meetings dates in January were handed out. Dr Victoria Sanderson the Dementia Research Study Doctor is to be invited to the PPG AGM in March.

### **Action: Mike**

Preparation of an annual report.

### **Action: Mike and Janet**

## **9. Date Next Meeting**

Thursday 21<sup>st</sup> March at 6pm at the Wick Surgery.