**Minutes of Portishead Medical Group Patient Group Meeting**

**Tuesday 22nd August 2017**

**Attendees:**

**1. Welcome and apologies**

GO thanked everyone for coming.

**2. Matters arising from the last meeting on 4th April 2017 and log of open actions**

* The Action Log was reviewed and updated – an extract of all open items is shown below:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Action No.** | **Date and Source** | **Subject Detail** | **Action Required** | **Progress** | **Date Closed** |
| Apr 17-1 | Apr 2017 meeting | Online booking | KP will contact the support team for the online booking system and request that it reserves the slot when a patient starts the booking process so that they do not find that it is no longer available after entering or comments et cetera. | This request has been logged with the support team | 22.8.17 |
| Apr 17-2 | Apr 2017 meeting | Appointment system | KP to put information about our appointment system on the website and patient information screen | The website has been updated and a new slide added to the TV screen | 22.8.17 |
| Apr 17-3 | Apr 2017 meeting | Booking appointments | KP chat to reception team – why might someone not be able to book an appointment for their neighbor? | The team felt that this should have been booked. Apologies. | 22.8.17 |
| Apr 17-4 | Apr 2017 meeting | Health Checks | Check whether any old posters have been left on display about Health Checks | None found | 22.8.17 |
| Apr 17-5 | Apr 2017 meeting | Microphone | KP to ask for a lapel mic for the next information evening | This was provided | 22.8.17 |
| Apr 17-6 | Apr 2017 meeting | DNA information | KP to add DNAs to the waiting room screen | A new slide has been added to the TV screen | 22.8.17 |

**3. Recent article in North Somerset Times – and our next Improving Practice Questionnaire**

A copy of the article was handed out.

GO advised that we are currently undertaking an Improving Practice Questionnaire, which involves giving a questionnaire to a random sample of patients that have an appointment with a GP or Advance Nurse Practitioner. The survey asks questions about the consultation with the clinician but also about the overall service provided by the surgery.

The group agreed that it would be useful to meet with some members of the Patient Group to review the questionnaire, consider what actions or projects would be appropriate and then feed back to the wider Patient Group. All attendees said that they were willing to take part.

**4. Review Patient Education Evening on 12th June 2017**

A summary of feedback received from the patient information evening on 12th June 2017 was reviewed ([see attached](file:///\\l81004-fp01\L81004-PracticeArea\MEETINGS\Critical%20Friends%20-%20PPG\Info%20Evenings\Comments%20from%20patient%20Info%20eve%2012.06.17.docx)).

The group felt that it had been a good evening and that feedback was consistently good. Unfortunately attendance numbers were low, which was also our experience in June 2016. It was agreed that we will skip the June meeting in future as this seems to be a less popular time of year.

**5. Plan Next Patient Education Evening – 2nd October 2017**

Topics for the next evening were discussed.

In the last meeting we discussed cardiovascular and cerebrovascular disease as a possible topic and this was agreed for the October meeting. This would include topics such as diet, exercise, chest pain and stroke, what to look for and what to do in the case of collapse, longer term management, drugs and rehab

A Hot Topic session will also be included at the end, picking up on any recent media stories or issues.

It will be held at Gordano School again and the usual arrangements will be made.

**6. Hot Topics**

* 1. **Self-care patient group starting 6th September**

This is an initiative being run by North Somerset CCG to see whether self-care groups are helpful in improving people’s health. The plan is to invite as many patients as possible to come to a launch event on 6th September (6 to 8 p.m.) and then see who is willing/eligible to continue with weekly meetings after that. Posters have been displayed in the waiting room and we have a letter to hand out to interested patients.

* 1. **Clinical services/ear assessment clinics**

KP had provided the following information for the group:

“We have recently changed our ear syringing process to introduce an ear assessment clinic prior to syringing. This is applicable to patients that ask for ear syringing but haven’t already been checked by a clinician.

This change has unfortunately been unpopular with some patients and there have been some teething problems with waits of a couple of weeks following the assessment clinic – we are currently working to align the syringing appointments better with the assessment appointments. Due to the general high demand on GP services many GP surgeries have taken the decision not to offer ear syringing at all. We do not want to withdraw this service but we have to manage our resources carefully, hence the assessment clinic which ensures that we do not waste the longer ear syringe clinic appointments by seeing people that are not appropriate. “

It was commented that we should advise people not to oil their ears until they have been assessed.

**Update:** Since the meeting we have continued to review this service and feedback received from patients. On 11th September our nursing and management team agreed to amend the process so that assessments and syringing can take place within the same (longer) appointment. Unfortunately there may be a wait for an appointment (for the reasons outlined above) but we hope that this will avoid the frustration of patients having to return for a second appointment.

* 1. **Working with the Gordano Valley cluster of practices**

The BNSSG healthcare strategy includes a requirement for practices to work in clusters (i.e. groups of several practices) in order to reduce the risk of individual practices closing and to be in a position to offer additional services to a wider group of patients.

The practices that we are working with are Heywood in Pill, Harbourside, Clevedon Medical Centre and Sunnyside. At this point we are putting together “resilience plans” which aim to define actions that we can take to support each other and make primary care in our area more resilient.

The ideas that we are currently looking at are

1. Working more closely with NSCP/community services
2. Working with Healthwatch North Somerset to understand more about what other organisations and services are available to support patients.
3. Provide training for staff and information for patients so that they understand where they can access healthcare and support without necessarily having to go straight to a GP.
   1. **Staff changes**

Since our last meeting Dr Lyon has left and Dr Jack Ogden is joining us at the end of this month.

* 1. **Waiting Room Screen**

No changes were identified but it was suggested that we must take care not to have too many slides and presentations on the system.

* 1. **Feedback from patients**

A summary was reviewed ([see attached](file:///\\l81004-fp01\L81004-PracticeArea\MEETINGS\Critical%20Friends%20-%20PPG\Patient%20Group%20Meeting\Feedback%20summary%204%20April%20-%2021%20August%202017.docx)). Please also note that comments are sometimes made about the surgery on NHS choices and it is also possible to give ratings and make comments on the Healthwatch website.

**7. Any Other Business**

* Information on dementia and Occupational Therapy would be helpful to provide
* Could receptionists be aware of how loud they sometimes talk while at the reception desk?

**Dates for future meetings:**

Patient Education Evenings:

7.30 – 9.00 p.m. at Gordano School

Monday 2nd October

Patient Group Meetings:

7.30 – 9.00 p.m. in the Health Centre

Tuesday 5th December