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

**Tuesday 25th August 2015**

**1. Welcome and apologies**

Kath thanked everyone for coming.

**2. Matters arising from the last meeting on 22nd June 2015 and log of open actions**

* Kath thanked everyone who supported the last patient information evening with advertising, feedback forms and organisation during the evening.
* We have received our report from the CQC and it is available via our website. We were happy to have achieved a ‘Good’ rating in all areas.
* 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** |
| Mar14-3 | March 2014 PPG Report | Waiting time is too long | Practice audit of waiting times. Practice to identify reasons and agree ways to reduce these. | The planned audit for May 2015 is overdue. KP apologized and promised to arrange this.Often 10 minutes is not enough to deal with the number or complexity of problems raised in consultations. |  |
| Jul14-1 | Meeting 8.7.14 | Feedback on our services | Liaise with groups that come into the surgery such as Crossroads Care | Unfortunately Crossroads Care drop in clinics have recently ceased. However we are in touch with Crossroads Care and are setting up a service to support carers which will involve close working with this organization. | Aug 2015 |
| Apr 15-1 | Meeting 22.4.15 | Questions to be defined for info evening on 22.6.15 | Small group of volunteers to meet | These were planned and used in the info evening | Aug 2015 |
| Apr 15-2 | Meeting 22.4.15 | Venue for next info evening | Dr Owen to arrange an external venue - Gordano School suggested | The event was held in the 6th Form Block Lecture Theatre | Aug 2015 |
| Apr 15-3 | Meeting 22.4.15 | Publicity for next info evening | Ray to contact local pressKath to produce leaflets, posters, emails etc. | Completed | Aug 2015 |
| Apr 15-4 | Meeting 22.4.15 | Local groups to attend info eve | Dr Owen to contact the CCG re: relevant support groups | A number of organisations attended (Alzheimer’s Society, Lighthouse Café, Memory Café, NSCP, NS CCG) | Aug 2015 |
| Apr 15-5 | Meeting 22.4.15 | Newsletter | Include an article describing what has changed in response to feedback from patients | Included in the Spring 2015 newsletter | Aug 2015 |
| Apr 15-6 | Meeting 22.4.15 | Comments from patients | Create a prescription team with protected time | This is still in progress due to some long term staff sickness. However we have already created additional prescription shifts and have trained additional staff so are able to process more each day. |  |
| Apr 15-7 | Meeting 22.4.15 | Feedback sources | In the next meeting, look at sources of feedback and consider whether we need to ask for feedback in more ways. | Scheduled for discussion 25.8.15 | Aug 2015 |

**3. Review Patient Information Evening on 22nd June 2015**

A summary of feedback from the information evening was reviewed ([see attached](file:///%5C%5Cl81004-fp01%5CL81004-PracticeArea%5CCommon%20Area%5CENHANCED%20SERVICES%5CPatient%20Participation%5CInfo%20Evenings%5CInfo%20Eve%20Summary%2022.6.15.docx))

The group felt that the evening had been successful and this has been supported by the feedback received.

The venue was very good and it was agreed that we will use it again in future for events where we expect more than 50 people to attend. Dr Owen felt that the tiered seating and big screen made the presentations much easier to see and hear. The practice has to pay for the venue but feels that it is worth it if there is a good uptake. Parking stewards were very helpful to direct people to available spaces.

DG asked whether GPs have noticed an increase in patients coming in to discuss dementia. Dr Owen said that he had not seen any change in numbers.

The group felt that it is too soon to do a follow up session on the same topic.

Attendance numbers are increasing for every event.

We will include a question about our publicity (how did you hear about the evening?) on our next feedback form.

The group also reviewed the responses received regarding topics for the patient group to pick up. Responses typically concerned subjects for future patient information evenings – the top four were women’s health, mental health, cancer and joints/arthritis. These will be noted for future planning.

There were a few queries regarding access to GPs, new developments within the surgery and the creation of additional specialist nurses. Dr Owen and Kath advised that the practice is currently developing a strategy for the next 5 years which will including expansion of the building and our clinical skill mix. We are lucky to have retained some very good GP skills but nationally recruitment of GPs is a problem. The practice is looking to the future and determining how we can protect services, including ideas for how other clinicians can provide care in support of or in place of the GP. As the strategy develops it will be discussed with the patient group for review and agreement.

**4. Plan Next Patient Information Evening – 12th October 2015**

Suggestions from people that attended the last information evening were reviewed and it was agreed that the topic of the next event will be ‘women’s health’. Dr Owen suggested that we approach it under 3 sub-headings:

* Screening
* HRT
* Menstrual disorders

Dr Owen will once again contact North Somerset CCG to discuss whether supporting organisations may like to be present at the event. He will also book the Gordano School sixth form lecture theatre.

Communication/publicity will be handled in the same way.

RS kindly offered to place articles in the local press.

VM, KA and MW kindly offered to plan and manage logistics (including parking).

PJ and AJ kindly offered to assist in the creation of the feedback form.

It was agreed that the topic of the next information evening will be depression and common mental health problems. We will discuss this in our next meeting on 15th December to decide what aspects to cover. Dr Owen felt that there are plenty of supporting organisations who would come and we could include issues that affect young people.

Dr Owen advised the group that the Chief Clinical Officer in North Somerset CCG has flagged these evenings as an example of best practice and they have been featured in an article written by the CCG.

**5. Hot Topics**

* **Electronic Prescription Service:** KP explained that this service will allow prescriptions to be sent electronically from the surgery to the pharmacy, minimising the risks that can arise from lots of pieces of paper being passed around. Patients need to nominate a pharmacy (which they do by visiting their chosen pharmacy) for this to happen. The service will start on Wed 2nd September for repeat prescriptions and remaining prescriptions will be phased in over the following 3 months. KP apologised that there has not been much advertising within the practice and explained that no materials have been provided to us. Posters and messages will be put up when the system is live.
* **Feedback from patients – April to August 2015:** Kath circulated a summary of feedback received from patients over the last five months. Please refer to the attached document [‘Feedback Summary Apr-Aug 2015’](file:///%5C%5Cl81004-fp01%5CL81004-PracticeArea%5CCommon%20Area%5CMEETINGS%5CCritical%20Friends%20-%20PPG%5CPatient%20Group%20Meeting%5CFeedback%20summary%20Apr%20-%20Aug%202015.docx).
	+ KP agreed to reinstate the poster on the notice board which states how many appointments were missed.
	+ Sources of feedback were discussed and felt to be adequate at the moment.
* **One Care Consortium Patient Reference Group**: KP referred to the email that had been circulated recently asking patient groups if anyone would be interested in joining the patient reference group for One Care Consortium. They are an organisation working to design and support new services and ways of working to make it easier for patients to gain access to their GP, or to provide services that can help patients so that they don’t need to see a GP.
* **Volunteer Role**: KP advised that we have been contacted by someone who is interested in a voluntary role at the Practice and asked the group if they had any suggestions. Thoughts included a role along the lines of the Southmead Hospital helpers – helping patients to check in, find rooms and generally assist where needed. They could also ask patients to update contact details.

**6. Any Other Business**

* No items were raised
1. **Dates for future meetings:**

Patient Information Evening: 12th October 2015

Patient Group Meeting: 15th December 2015