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

**Tuesday 20th August 2019**

**Matters arising from previous meeting on 21st May 2019:**

These have been summarised in the table below

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| --- | --- | --- | --- | --- | --- |
| **Action No.** | **Date & Source** | **Subject Detail** | **Action Required** | **Progress** | **Date Closed** |
| Aug 2018-1 | Aug 2018 meeting | Cancer Survivorship | Dr Burtonwood to circulate a questionnaire to ask for thoughts and suggestions to feed into the development of a new service. | Circulated in meeting on 21.5.19 – update provided in meeting on 21.5.19 | Closed |
| Aug 2018-2 | Aug 2018 meeting | MacMillan Website | Would any member of the group like to look on this website to identify any useful leaflets or information? [www.macmillan.org.uk](http://www.macmillan.org.uk) | The group kindly agreed to have a look and some comments have since been received. | Closed |
| May 2019 -1 | May 2019 meeting | Cancer survivorship questionnaire | Kath to circulate the questions and the group to comment / suggest improvements | Completed. Kath thanked everyone who made comments and completed the questionnaire | Closed |
| May 2019 – 2 | May 2019 meeting | Next patient info evening | Kath to collate list of suggested topics and bring it to the August meeting | Presented in the meeting | Closed |
| May 2019 – 3 | May 2019 meeting | Portishead Strollers | Kath to remind all clinicians about this group and what they offer | This has been completed. CL commented that they have not had any referrals from GPs. This is also advertised in our waiting room | Closed |
| May 2019 – 4 | May 2019 meeting | Community Garden | The Practice to contact Portishead in Bloom | Dr Max Howes has spoken with Portishead in Bloom  LA offered to find out whether the Rotary Club would be interested |  |

The meeting discussed the idea of a community garden in more detail. Kath advised that Dr Max Howes has spoken with local groups such as Portishead in Bloom, Portishead Lions, The Woodland Trust and Wild Portishead and Kath has spoken with a counsellor from Portishead Town Council. We are continuing to look for groups that could support this venture. Kath suggested that it would be nice to introduce some nice planters outside the front of the building and perhaps trees as well.

**Suggested topics for the next patient information evening on 7 October 2019**

The following topics have been suggested recently:

|  |  |
| --- | --- |
| **Suggestions from GPs:**   * Skin lesions * Not being able to see their GP * The results they have received * Screening * Immunisations * Travel | * When do I need a joint replacement? * Lymes disease (young patients) * Leg swelling - lots recently * Blood pressure * Memory * Do I need aspirin? |
|  |  |
| **Suggestions from the last information evening:**   * Peripheral Neuropathy - symptoms / causes / treatment * Joint problems - knees and hips * Sepsis * Polymalgia * TIA * Prolapses * Effect of hip operation on well being * Skin cancer * Flu vaccine, pneumonia vaccine, advice on vaccine in general | * Arthritis * Dementia * Alcohol and its effect on organs * Dementia, Parkinson disease and pneumonia * Deteriorating lining of vagina in older women - treatments? Pros and cons? * Headaches, migraines * Angina * Chronic kidney disease * CT or MRI? What decides? |

**Following discussion the following topics were agreed:**

**1. Medication:** to include side effects, the importance of reading leaflets that come with medication, how pharmacists can help, “do I need aspirin?” and general top tips for medication

**2. Immunisations and vaccinations:** to include flu, pneumonia and advice on vaccinations in general. It was thought that it is worth including information about Measles as many attendees will be able to take information back to children and grandchildren.

**3. Digital applications:** NHS app, Patient Access, NHS UK, Prescription ordering. (N.B. It was suggested that we look at the sheet about prescription ordering on the counter of Lloyds Pharmacy)

**Primary Care Networks**

Kath provided an update on our Primary Care Network (the Gordano and Mendip PCN).

Our PCN has been approved.

The key areas that we are working on at the moment are frailty, urgent care and a five-year Long Term Plan (feeding into the BNSSG plan which is being put together by BNSSG CCG).

Within the terms of this new scheme we are able to employ clinical pharmacists and social prescribers using some funding which has been made available. Within our PCN we are hoping to sign a contract with Curo Choice to provide us with up to 3 social prescribers as they are already providing this service to people aged 50 and above in our area. By funding additional staff we plan to make this service available to more patients.

It was noted that we need to update our website and practice leaflet to reflect the new Primary Care Network.

In future years the scheme proposes that practices employ additional clinical staff. The roles suggested are a First Contact Physiotherapist, a Primary Care Paramedic and a Physician Associate. These roles cannot replace GPs but the intention is to provide more options for patients if their condition is suitable for an alternative clinician.

**Evening and weekend clinics**

Kath advised that we are now providing a Saturday morning clinic every month. These are not fixed to a certain weekend within the month – we choose dates on which we are able to get clinicians. Since July we also have two nurses offering appointments on a Saturday morning. Kath agreed to improve our communications about weekend clinics.

**Continuity of Care Project**

Kath informed the group that we have expressed interest in taking part in a project to develop/improve continuity of care within Primary Care. Two documents were circulated for information (please see attached). The group felt that this project is worth pursuing. Kath feels that we will be able to start work on it later in the year and will of course keep the patient group updated.

**Hot topics and Any Other Business**

**Staff Changes:**

Our new Practice Nurse, Rebecca, is now in place and has settled in very well. We also have a new Healthcare Assistant (HCA) called Gemma who joined us in August. Sadly Cheryl, one of our HCA’s, has left to pursue a new job supporting the physiotherapy team in Southmead hospital. We are very pleased that Alex, one of our reception team, has successfully applied for an HCA role within our nursing team and he will start this new role in October.

**Waiting room screen:**

There were no suggestions for additional material to be put on the waiting room screen.

**Feedback from patients:**

A summary of comments and complaints was circulated (see [attached](file:///\\NSomerset.XSWHealth.nhs.uk\GP\Portishead%20Medical%20Group\PracticeArea\MEETINGS\Patient%20Group%20-%20PPG\Patient%20Group%20Meeting\Feedback%20summary%2021%20May%20-%2020%20Aug%202019.docx)). There were no particular points or issues highlighted for discussion.

Kath read out a note from a previous member of our patient group:

“I’m sorry that I haven’t been able to attend the patient group for a very long time. This is owing to my having had a long period of treatment…….. But during a long part of this time I have been looked after by the team of nurses in the treatment room and I cannot speak too highly of their care, attention, skill and good humour. If it is appropriate I would like that wonderful care brought to the attention of the patient group.” The group echoed this praise of the nursing team.

**Flu Vaccines:**

Kath gave an update on our plans for flu vaccination this year. Unfortunately there is a problem with delivery of the vaccine for under 65s. Therefore we are having to focus on patients aged 65 and over for the first couple of months as the under 65 vaccine will not be available until mid October (and then only in smaller deliveries that continue until December). This will add additional complexity to our flu season but we are making plans to ensure that all eligible patients will be offered a vaccination.

**Future meetings:**

Dr Owen advised that he will be retiring from Portishead Medical Group at the end of the year. He proposed that he will hand over his role of meeting with the patient group to Dr Robin Pullen, which the group agreed. Dr Pullen already has ongoing clinical commitments on Tuesday evenings but the group said that they would be happy to change the day of the meetings to Mondays. Therefore the next meeting of the patient group will be on **Monday, 9th December 2019** from 7.30 to 9.00 p.m.

**Shingles:**

It was confirmed that the practice offers clinics for shingles immunisation. There are national criteria for who is eligible (these are “people aged 70 or 78 years old. Anyone who was previously eligible (born on or after September 2 1942) but missed out on their shingles vaccination remains eligible until their 80th birthday”.)

We do send letters inviting patients to book in for a shingles immunisation but it is also possible to phone us and book into a shingles clinic if you meet the eligibility criteria.

**Records of addresses:**

A query was raised regarding an appointment letter that was sent from a hospital to the wrong address. Kath explained that all hospitals have their own database of patient details – we send the patient’s address on the referral form but rely on hospitals to update their records.

**Ecosia web browser:**

JC recommended the Ecosia web browser as an alternative to other browsers as it runs on green energy and plants one tree for every 60 searches done using this website.

**Next information evening:**

* + Monday, 7th October 2019 7.30 – 9.00 p.m.

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