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

**Tuesday 10th April 2018**

**1. Welcome and apologies**

Kath thanked everyone for coming.

**2. Matters arising from the last meeting on 5th December 2017 and log of open actions**

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

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| --- | --- | --- | --- | --- | --- |
| **Action No.** | **Date and Source** | **Subject Detail** | **Action Required** | **Progress** | **Date Closed** |
| Aug 2017-1 | Aug 2017 meeting | Improving Practice Q | A sub group of the Patient Group to meet when the results of the Improving Practice Questionnaire are available | The meeting took place on 19.3.2018 | 10.4.18 |
| Dec 2017-1 | Dec 2017 meeting | Weekend clinics | Kath to investigate whether we experience DNAs (‘did not attend’) in Saturday clinics, and whether other surgeries do. | In February 2018, for example, our ‘did not attend’ rate was 3%. For North Somerset as a whole the rate was 11%. | 10.4.18 |
| Dec 2017-2 | Dec 2017 meeting | Information evening | Ask a local pharmacist to speak in an information evening on the topic “what your pharmacist can do for you” | Completed – attended information evening on 12.3.18 | 10.4.18 |
| Dec 2017-3 | Dec 2017 meeting | Patient Contacts | Kath was asked to advise how many patient contacts we have every month, to help put the number of complaints in perspective.  | In November 2017 we offered 8,634 appointments (telephone or face to face, excluding flu clinics). Kath was asked to put this on the PMG website. | 10.4.18 |
| Dec 2017-4 | Dec 2017 meeting | Dates for 2018 | KP will liaise with Dr Owen and circulate some dates for patient meetings and patient information evenings next year | Dates have been circulated | 10.4.18 |
| Dec 2017-5 | Dec 2017 meeting | Recomm-endations | Kath to suggest to clinicians that it would be helpful to recommend that patients speak to their hospital nurse or consultant to ensure that they understand what aftercare procedures should be followed. Also to suggest to nurses to advise patients on warfarin to seek medical attention if they bump their head. | KP spoke with the relevant clinical teams | 10.4.18 |
| Dec 2017-6 | Dec 2017 meeting | Patient queue | KP to discuss with the reception team whether patients could queue inside before 8 a.m. | This was discussed but unfortunately we would not be able to ensure that staff were available to open the doors much earlier | 10.4.18 |
| Dec 2017-7 | Dec 2017 meeting | Every Step Counts | KP to send out information about this program and CL’s contact details to all patient group members. | This information was circulated | 10.4.18 |
| Dec 2017-8 | Dec 2017 meeting | Errors on the online appointment booking system at 8 a.m. | Kath commented that we have heard this before but struggle to obtain evidence to pass on to the national support team. She asked if people see this error please could they get a copy of the error message and pass it to her | We have received examples from members of the patient group – thank you. | 10.4.18 |

* **Review of Improving Practice Questionnaire:** Kath circulated a copy of the report that has been produced following a review of the recent Improving Practice Questionnaire (IPQ). She thanked all the members of our patient group who came to a review and planning meeting on 19th March. Within the report a number of actions have been identified. The next step will be to pick these up and Kath will work with the identified members of the group to progress these. A copy of the report is [attached](file:///%5C%5CNSomerset.XSWHealth.nhs.uk%5CGP%5CPortishead%20Medical%20Group%5CPracticeArea%5CIPQ%20RESULTS%5CIPQ%202017%5CIPQ%20Review%20Form%20March%202018.docx).
* **Portishead Porters:** RS advised that Portishead Porters celebrated 25 years last month they have completed over 40,000 trips. On behalf of the practice the patient group thanked the Porters for this wonderful service.
* **Learning Disability Checks:** some checks have been arranged for Saturday mornings recently – this was felt to be very helpful.
* **Weekend Clinics:** The practice has been providing weekend appointments on Saturday mornings for the last few months (one Saturday per month). Kath advised the group that we are working with other practices in our Locality (covering the area from Churchill/Congresbury up to Portishead and Pill) to provide appointments every evening and Saturday morning. As plans develop we will be ensuring that there is always at least one practice open in the area every day, although Sunday cover is yet to be confirmed. We also expect to commit to a regular Saturday in the near future rather than the current arrangement where we choose dates where people are available.
* **Every Step Counts:** CL and MW advised that a dozen additional walkers joined their group in January as a result of this program. Portishead Strollers’ numbers have increased and are now around 40 people. Yesterday over 50 people attended the walk. We discussed how to promote the service. Our GPs are already aware and we have posters in the waiting room. Kath will check that we have information on the PMG website and liaise with MW regarding promotional materials.

**3. Clinical services – travel – update**

Kath advised that following the changes to the travel clinic that we made in February 2018 we have discovered that demand for this service has increased beyond our expectations, resulting in our service and travel nurses being overloaded. Kath clarified that although we provide many vaccinations on the NHS, this is not a service that we are paid or contracted to provide. We discussed how the group would feel about reducing the provision of this service and it was felt that if the practice felt that they should stop providing the service then the group would support the decision. The group also felt that it is appropriate to put the onus on the traveller to look up travel advice and guidance themselves.

**Update**: the practice and travel nurses have since agreed that we will return to booked appointments for patients who request travel vaccinations. The first appointment needs to be booked at least 6 weeks before the date of travel. If less notice than this is given, or if we are experiencing very high demand, then we may need to refer patients to an alternative travel provider.

**4. Palliative Care (Dr Burtonwood)**

Kath advised that Dr Burtonwood is currently reviewing the way that we provide palliative care to patients who are nearing the end of their lives. We would like to improve the support that we give to patients and their families. Dr Burtonwood has asked if he could come to our next meeting in August to talk to the group about this, which was agreed. Dr Burtonwood has a special interest in this area and also works with the palliative care team at the BRI. Gerwyn advised that we are working with local hospices, Macmillan nurses and other teams as we think about how we can improve care and ensure that the last weeks/days of life have value. We want to do everything we can to give the person a good death and to ensure that the person and their family know who their key carers, GPs and clinicians are. Patient views and input to this process will be very valuable.

**5. Review Patient Education Evening on 12 March 2018**

A summary of feedback received from the patient information evening on 12 March 2018 was reviewed ([see attached](file:///%5C%5CNSomerset.XSWHealth.nhs.uk%5CGP%5CPortishead%20Medical%20Group%5CPracticeArea%5CMEETINGS%5CPatient%20Group%20-%20PPG%5CInfo%20Evenings%5CComments%20from%20patient%20Info%20eve%2012.03.18.docx))

Gerwyn expressed some slight disappointment that we didn’t expand the number or age group of people attending, however it was a good evening and the pharmacist was excellent. The demonstration of the defibrillator was very interesting too.

Presentations from the evening have been added to the PMG website.

**6. Ideas for Next Patient Education Evening on 8 October 2018**

It was suggested that we could start to repeat some topics which were popular in the past. Kath will review the feedback from the last 3-4 years to identify some possible topics and circulate these for consideration. It was agreed that we will decide the topic for the October evening in our August meeting.

It was suggested that we could ask a GP to suggest some topics that people often worry about, such as lumps, skin lesions or memory in the over 70s.

**7. Hot topics**

* **Staff changes**

Kath advised that we have two new Practice Nurses, Alina and Lara, and a new GP, Dr Nick Timmis. Sadly Dr Will Rolls left us in February to take on more hours at a practice in Bristol. We are very pleased that Dr Max Howes and Dr Jim Burtonwood have joined our Partnership in the practice with effect from 1st April.

* **Waiting room screen**

We will add a slide about Walking for Health / Portishead Strollers. MW will send some material to Kath.

* **CQC Visit on 23rd March**

The Practice had a Care Quality Commission (CQC) inspection on 23rd March. It was a very intense day with a team of four inspectors talking to many staff, patients and other organisations about the care that we provide. Kath thanked the members of our patient group who provided feedback and/or came in to meet with the inspectors. **Update**: We are very happy to have gained a rating of ‘Good’ in all categories. We have not received the report yet but will be happy to make this available when we do.

* **Feedback from patients**

A summary of feedback from patients was reviewed ([see attached](file:///Y%3A%5CMEETINGS%5CCritical%20Friends%20-%20PPG%5CPatient%20Group%20Meeting%5CFeedback%20summary%201%20December%202017%20-%208%20April%202018.docx)). BR commented that when compared to the number of patients and appointments that the practice sees every month the number of grumbles or complaints is very small.

Regarding the comment about the drop in blood pressure clinic, Kath advised that we have reviewed the information that we give to patients to help them to decide whether they would like to wait or come back at another time. As a result the reception team now tell all patients how many patients are already waiting when they check in.

**8. Any Other Business**

* **Letters from hospitals:** In response to a question about which GPs will receive letters or test results from hospitals, Gerwyn advised that often the GP name on a patient letter depends on the hospital’s records which is why some still have names of GPs that left years ago. In this case we direct the letter to the patient’s ‘usual GP’ in our system. Test results are more likely to be sent to the requesting GP as they use a different system to send these back to the GP practice.
* **Next meetings:**
	+ Tuesday, 21 August 2018 7.30 – 9.00 p.m.
	+ Tuesday, 4 December 2018 7.30 – 9.00 p.m.
* **Next information evening**
	+ Monday, 8 October 2018 7.30 – 9.00 p.m.