

Bridgnorth Medical Practice Patient Participation Group

Minutes of the meeting held on Tuesday 15th March 2016 at 6pm

at the Medical Practice

Present at the meeting were Cecilia Walden [Chair] Eddie Conner [Vice Chair] Sandra Sutton [Practice Manager] Suzanne Lawler [Minutes], Chris Garside, Stephen Robbins, Peter Barclay, Keith Hayward, Audrey Cashmore, Norman Peel, and Rosa Smith.

- 1. Welcome and Apologies** – There were apologies from Margaret Cosh and Julia Davies. We welcomed Zoe Clarke, Paul Cronin, Michael Shaw, Linda Lane and Roy Wilkes.
- 2. Matters arising from the Minutes** – Chris Garside wished to update the numbers of signatories on the petition to save Shropdoc. The final figure that he gathered was 513, a magnificent effort. Shropdoc has been confirmed as the GP Out of Hours service until 2017 although the telephone number may be changed to NHS 111 in the autumn
- 3. Practice Manager's Update** - Sandra Sutton reported that although the improvements to the telephone service had been completed there were still technical problems so the planned additional lines and the cancellation line have not gone ahead. A meeting has been called with the telephone company to resolve these issues and the Practice apologises to all patients for any problems they have encountered with getting through.

Trainee doctors Dr Qudsia Ghaffar and Dr. Helen Lloyd have now left and there are three new receptionists: Matthew Bowers, Jenny Garris and Elliot Spencer. Dr David McDowell will be leaving in June and adverts for two other doctors have gone out. An appointment should be made in the near future, but there have been no applications for the second post.

Shropshire Council has been in contact over moving the disabled parking spaces. Apparently the matter has not been forgotten despite it being a year since they were first contacted. A lining contractor will be asked to scope the work so an order can be placed.

CCG Pharmacists will be based in the Practice each week on a Wednesday running a clinic where patients can ask questions about their medication.

Pupils from the Endowed School have now completed their notice board in reception highlighting the health issues encountered by young people. The Practice will be adding relevant telephone numbers or website details of organisations young people can contact for advice or self help.

March is Health Awareness month and the notice board in the foyer will be used to highlight various issues. The current display is on Brain Tumours and later will be replaced by Prostate Health Awareness. The topic will change each month so if you know of any local groups who would like to use the notice board please ask them to contact the Practice.

- 4. Compassionate Communities** – This item was left off the Agenda and Suzanne Lawler gave her apologies for the oversight. Zoe Clarke introduced Paul Cronin from the Severn Hospice who talked to the group about Compassionate Communities. This is an initiative to help patients who

are chronically sick and isolated within the community to access help and companionship from volunteers. CoCo as it is nicknamed, works in partnership with the GP Practice and the community to develop a supportive network for the most frail and vulnerable. The Hospice supports the community development by training and police checking volunteers. The Practice would identify suitable patients and help make contact with a volunteer through informed consent. Volunteers would offer companionship and help to get out and about and signpost any issues. They would not be providing hands on care and there would be no commitment until training is finished. There are 14 CoCo networks in Shropshire at the present time helping patients to connect socially. Interested people can contact the Practice or the Patients Group.

4. Patient Concerns – It was hoped that Dr Swallow would be able to answer some of the questions that the group had identified, but he was unable to attend due to work commitments. Sandra Sutton agreed to answer them if possible. Questions were:

Chris Garside - How can we best help the Practice? How safe is Shropdoc? Could an abridged version of the minutes be published in the Journal? Sandra Sutton would convey this to the doctors to get their opinions; Shropdoc had been confirmed for another year and although the minutes were published on the Practice web site, the Journal could be approached for their thoughts.

Eddie Conner – Is there a reason why certain prescription medicines are not obtainable from pharmacies apparently due to manufacturing problems? It was suggested that this question should be put to the CCG pharmacist who has a clinic at the Practice on Wednesdays.

Rosa Smith – Can medication be changed to a generic version without consultation with the patient? This question could also be put to the CCG pharmacist.

Margaret Cosh – Have the GPs found the open days helpful for Patient/GP relations and if so would it be useful to do it again in the autumn? It was thought that they were helpful, but would canvas the doctors for their thoughts.

Chris Garside and Keith Hayward would like to endorse the Exercise on Prescription initiative, which has been very beneficial to them both.

6. Future Fit – Philip Dunne has called a Health Forum at the Castle Hall on 7th April to discuss the options for Bridgnorth Hospital in the light of Future Fit. Two delegates from interested organisations can apply to attend. Chris Garside and Suzanne Lawler indicated their intention to go.

David Sandbach has put forward an alternative to the current one site A&E and would like support in getting his idea included in the list of options to go to public consultation.

7. Shropshire Patients Group Update – The SPG has published an interesting article from Healthwatch on their web site. The subject is Access to GP Appointments and gives the findings of a survey carried out in Shropshire, Telford, Staffordshire and Stoke on Trent on the ability of patients to access the GP. It found that 72% of respondents got their appointment when they wanted it, 9% got it before and 13% had to wait. Despite these

findings the perception is still that it is a struggle to achieve an appointment at a desired time. 75% phoned for an appointment, 24% went in person to book and 1% went on line.

8. **Better Care Fund** – Margaret Cosh who is the patient representative on this forum would like information on the following: and would be grateful for an email if anyone has experiences to tell to margaretcosh@yahoo.co.uk

She is interested in personal experiences or knowledge of admission avoidance [incidences where social services and/or GP intervention saved a patient from having to go into hospital] and delayed discharge [where a patient had to stay in hospital because there was nowhere suitable for convalescence] and non-elective admissions [this refers to emergency admissions].

Feedback on experiences for self-funders [carers, who are not funded by the local authority]

9. **Any Other Business** – Mike Shaw introduced the problems of Lyme disease a condition, which can result from tick, bites and in some cases can cause severe symptoms. The Practice recommended researching the subject on the NHS Choices web site

Rosa Smith introduced an initiative she has been involved with in bringing to the public's notice the Mental Capacity Act 2005. This sets out five rules for supporting those with learning difficulties and mental problems. **1.** Start by thinking I **can** make a decision. **2.** Do **all** you can to **help** me make a decision. **3.** **You must not say I lack capacity just because my decision is unwise.** **4.** Use a **best interest checklist** for me if I can't make a decision. **5.** Check the decision made **does not** stop my freedom more than needed.

Suzanne Lawler gave notice of her intention to retire from the PPG and the post of secretary from December 2016.

10. Date of Next Meeting – 26th April 2016