

Bridgnorth Medical Practice Patient Participation Group

Minutes of the meeting held on Tuesday 03 May 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, Peter Barclay, Margaret Cosh, Audrey Cashmore, Julia Davies, Norman Peel, Aiden Flynn, Linda Lane and Rosa Smith.

- 1. Welcome and Apologies** – We welcomed Julie Southcombe and there were apologies from Stephen Robbins and Keith Hayward.
- 2. Matters arising from the Minutes** – Sandra Sutton had attended the Health Forum called by Philip Dunne and confirmed there would be more meetings to discuss the future of the NHS in Shropshire. She agreed to contact Bharti Patel to obtain an update on the Future Fit initiative, which seems to have stalled.

Another Open Morning looks unlikely due to the Practice premises being used on a Saturday and in the evening for extended hours clinics run by Shropdoc. Bridgnorth will become a hub for Out of Hours for other local practices.

- 3. Practice Manager's Update** - Sandra Sutton reported that the work is almost complete on the telephone system. The new lines have been installed together with a cancellation line whose number is 01746 762330. Patients are asked to leave a recorded message giving the details of the person who has the appointment together with the date and time. A new call recording system should be in place in the next few weeks.

A new appointments system was introduced from 21st March. For urgent issues there is an option to be seen on the same day in the sit and wait clinic, but the doctor cannot be specified and will only discuss one concern during these appointments. There will be other bookable same day appointments, minor illness appointments with a nurse or the usual routine appointments that can be booked up to four weeks in advance. It is hoped that by seeing as many patients as possible on the same day the pressure on routine appointments will ease. It is too early for the benefits to have taken effect and there are still complaints being received each week.

A new trainee doctor – Dr. Meron Tesfom will be with us for four months. David Young, the Practice pharmacist has increased his hours and will be available for two days a week, patients may be contacted by him regarding their medication. Dr. Philip Pride will be joining the Practice in August as a salaried GP. There have still been no applications for the additional doctor post.

Shropshire County Council has put in the additional disabled parking bays as requested over a year ago. There has been no information about the proposed new build on the car park.

There have been a number of hand delivered papers regarding the PPG, members are reminded that information for meetings should be directed to the Chairman or the Secretary.

The Practice would appreciate a member of the group taking over the Health Awareness board and talking to local organisations who would be interested in putting up a display. Dude Newell would be happy to be a central point of contact for everyone.

It has been a year since the last survey was conducted and we do need to do another one soon. Could this be a main agenda item for the next meeting to decide on a topic and obtain volunteers to help. We should avoid the subject of access as this has been covered in previous surveys and the new systems need time to bed in.

- 4. Patient Concerns** – Eddie Conner wished for clarification for inviting non-members to meetings. Suzanne Lawler confirmed that non members were welcomed and that anyone wishing to attend should contact her or the Practice Manager rather than just turning up. The group had had a lot of prospective members attending and the group was now 15, the constitution calls for a limit of 15 due to space. Eddie also suggested that the time between meetings should be lengthened to 8 weeks rather than the current 6 now that there was not so much movement on the Future Fit initiative. This was agreed.
- 6. Future Fit** – The temporary Accountable Officer had left and the A/C for Telford was now filling the role for both CCGs for up to 6 months. There would be continued public engagement from June 2016 and a detailed consultation from December 2016. The decision on the location of services would be delivered in the Spring of 2017.
- 7. Shropshire Patients Group Update** – The SPG has links to information on how to get involved in Patient and Public participation in Primary Care Commissioning. See website. There is an interesting article on Prostate awareness and the public's ignorance on the nature of the Prostate gland and problems that might indicate cancer. The Health and Wellbeing Board and the Hospital Trust are anxious to encourage patients to complete a Bowel cancer test when it arrives in the post. This is the second largest cause of cancer and 90% can be cured if spotted early enough. The See Hear Exhibition is on at the Sports Village in Shrewsbury on 11th May 10 – 4pm.
- 8. Better Care Fund** – Margaret Cosh reported on the meeting on 11th April. Although its title includes the word 'Fund', there is no actual money available for this group. It is a monitoring organisation with representatives of health and social care agencies that are trained to access the needs of the vulnerable. The chair is from the Fire service. The 2016/17 plan is being launched.
- 9. Any Other Business** – Chris Garside reported that after some correspondence with Shropshire Council some movement had occurred on the problem of the puddle in the car park directly by the gate to the Pharmacy and Practice. The council had agreed to rectify it. Chris also announced his intention to stand down from the PPG and the next meeting would be his last.

Linda Lane introduced the organisation OSCA to which she belongs. Citizen Advocates are trained volunteers who are willing to enter an independent and often long term friendship with a person with learning difficulties. This will enable vital links to be made to prevent social isolation and representation. Volunteers are being sought and it was agreed to approach the coordinator and invite him to a meeting to explain more about how it works.

10. Date of Next Meeting – 21st June 2016