

MINUTES OF THE
REDGATE MEDICAL CENTRE/SOMERSET BRIDGE MEDICAL CENTRE
PATIENT PARTICIPATION GROUP MEETING
HELD ON WEDNESDAY 12TH JUNE 2019
AT REDGATE MEDICAL CENTRE

Present:

Clair Brown, Patient Rep, RMC

Pat Crick, Patient Rep, RMC

Elsa Gell, Patient Rep, SBMC

John Mitchell, Patient Rep, SBMC

Emma Wills, Patient Rep, RMC

Jill Mitchell, Patient Rep, SBMC

Kathy Bartley, Practice Manager

Allison Scott, Receptionist/Carers Champion

1 Apologies & Introductions

Apologies were received from Sue Boulton, John Sealey, Phyllis Smith.

Jill Mitchell was warmly welcomed to her first meeting since joining the Group.

2. Practice Update

New Staff – Dr Nandhini Subbiah joined the practice at the beginning of June. Dr Subbiah will be working at Somerset Bridge every Monday, Tuesday and Wednesday. Dr Julia Hewson will be joining the practice at the end of July. Julia will be working Wednesday, Thursday and Friday mornings.

Maryanne Collins, Practice Nurse and Katie Sperring, Nursing Associate joined the practice last month. Both work full-time hours. Katie is currently undertaking her nursing apprenticeship through the University of West of England.

Student Nurses, Cassie and Verity are currently on placement at the practice until the end of July.

Care Quality Commission (CQC) – The practice recently received its first Annual Regulatory Review (ARR) telephone call from a CQC inspector. The ARR is a new approach to measuring the quality of service provided by GP practices between formal inspections, which will take place every 5 years. The practice was provided with a list of questions prior to the telephone interview, mainly focusing on what changes the practice had seen since its previous inspection in 2016. KB felt the call had generally gone well and is currently waiting to find out whether formal re-inspection will result later this year or not.

Collaborative Learning in Practice (CLiP) conference – Along with all members of the practice nursing team, previous student nurses, KB had attended the recent CLiP international conference. This followed the practice's involvement in the nurse training pilot last year. The practice team ran a very successful workshop at the event .

3. PPG Awareness Week

With this week being PPG Awareness week, a discussion took place as to how the practice could encourage/identify additional patients to join the Group, particularly from groups not currently represented on the PPG, such as young adults, parents, carers. Prior to the meeting AS had circulated the National Association for Patient Participation's PPG Resource Pack which included suggestions of how to engage patients to become involved with the PPG.

It was agreed that all patients were a 'valued' resource and selecting specific patients may be more successful than just the general promotion of the PPG within the practice. The following suggestions were made:-

- Sending personalised letters to specific patients
- Designing picture based posters/leaflets
- Developing personal statements from PPG members
- PPG information to be provided at the point of registration with the practice.
- Promotion at ante-natal clinics/baby massage sessions/carers meetings
- Waiting room PPG display

Action: KB to draft letter/poster/leaflet etc for circulation prior to the next meeting.

4. Health Checks for Carers

Advice was sought from the Group regarding the practice's plans to introduce annual health checks for Carers (those not currently receiving an annual review for a long term health condition). It was suggested that health check clinics could be held on a Friday morning to coincide with the Carers Support Group meeting at Redgate and AS being available in her Carers Champion role. Members of the group agreed annual health checks would enhance the support provided to Carers by the practice.

5. St Margaret's Afternoon Tea Party

It was agreed that the PPG would host another Afternoon Tea Party event on Wednesday 28th August with proceeds going to St Margaret's Hospice.

PC suggested contacting the Co-op to ask whether they would be willing to contribute this year.

Action: KB/AS to start making preliminary arrangements/early promotion of the event.

6. Summer Newsletter

Suggested items:

- Promotion of the Afternoon Tea Party
- Promotion of the PPG
- Carers Health checks
- Sun care advice/hydration/use of anti-histamines
- Staff changes

7. Any other Business

EW reported an issue she had had trying to obtain an urgent prescription from the practice

Action: KB to remind reception staff to inform patients requesting urgent prescriptions that they need to be collected from the practice.

8. Date and Time of Next Meeting

Wednesday 17th July 2019, 10.30 am Somerset Bridge Medical Centre