

**Bungay Medical Practice
Patient Participation Group Meeting
Minutes for 8.6.2017**

Date: 8 June 2017

Time: 4.00pm

Place: Bungay Medical Practice

Present: Pauline Crosby PC
Alison Ballantyne AB
Peter Leggett PL
Lisa Townsend-Kwan LT-K
Sarah Harris SH
Carol Matthews CM
James Smith JS
Dr A. Emerson DrE
Jenny Daynes JD (for part of the meeting)

Minutes

1. Apologies:

2. Introductions

- Item not required

3. Minutes of last Meeting

- Minutes of 11.5. 2017 agreed and signed.

4. Matters arising

8. Facebook from 11.5.2017

- PC indicated her wish to produce more practice based information.
Action PC hopes to work with SH to identify elements that could be added. Ongoing

BMP Helping Patients with Multiple Problems

- LT-K indicated that staff who help in this way are termed 'care navigators' as they aim to show people how to access help from a variety of sources.
Action LT-K to visit Beccles practice to see how they are trying to help patients with multiple problems (some of which may not be medical but social). Update: BMP is committed to this idea but is to source CCG for training in this area as the Beccles 'model' may not be appropriate for Bungay.

AOB from 11.5.2017

9.2 Did not attends

- Phlebotomy clinic closure at Beccles update: DrE reported that the CCG expects each practice to run their own clinic. This will need to be properly costed and organised for September.

5. Practice Report 6.6.2017

- DrE updated the PPG on the Care Quality Commission inspection.
- PC had indicated her concerns to the CQC inspectors: i.e. the need to have a clinician as a regular participant in PPG meetings and also that ECCH were not engaging with the PPG. This is to ensure the PPG are well informed are as useful as possible to the Practice and the patients.
- Dr E advised that he would be happy to attend PPG meetings, in his roles as both Practice GP and as Medical Director for East Coast Community Healthcare.
- DrE indicated that the BMP is seeking a solution to renewing the Practice newsletter.
- A visit to Bungay PPG from Melanie Craig of CCG is to be organised.
- LT-K took the meeting through the practice report. See Appendix 1.
- DrE reflected on the financial pressures and difficulties facing the practice as BMP is questioned about over-referrals to specialists and over-prescribing (see Item 6).

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6. Over the Counter Medications

- BMP will be restricted re: what they can and can't prescribe for patients. Patients will be expected to purchase certain over the counter medications e.g. paracetamol although there will be some exceptions.

Action SH is investigating possible wholesalers for generic drugs

7. Extended Hours' clinics

- BMP is required to provide five and a half hours of extended hours. These have had to be re-organised owing to a member of the practice taking maternity leave. The PPG consented to this.

8. Virtual Patients' Participation Group

- PC felt this would enable working age people to participate in the PPG via the internet.
- JD indicated that, by law, employees are allowed time off work if they are members of such a volunteer group. As such should someone of working age wish to attend the PPG meetings they should be permitted time off to do so.

Action JS to look at possibility of developing such a group.

9. Recruiting Campaign

- JS indicated that he is meeting with 2 possible new member.
- JS indicated the recruiting poster has been sent to editorial team at the Bungay and Beccles Journal.

10. AOB

10.1 Review of Muscular Skeletal Practitioner (Physiotherapist who gives assessment and advice)

- Using 20 minutes slots means 15 to 20 patients can be seen every Tuesday.
- PC pointed out that some patients just self-refer to All Hallows Physio dept.

Action BMP to identify how many patients see the adviser and then self-refer to All Hallows.

10.2 BMP New guidelines

- Practice has received new guidelines for physiotherapists, pharmacists and psychologists re: opiate dependency created by opiate drugs used to tackle certain illnesses.

10.3 Same day team

- BMP is still spending too much in order to run the same day team.
- It is expensive to use doctors to do triage phone calls especially as 50% require no further action.
- The plan is to train more nurses with (doctors in attendance) to answer triage calls.

Action SH to produce a guide to the Same Day Team for patients and PPG to review.

Action PC to add explanation to Facebook page, once agreed.

10.4 NHS Cyber Attack

- James Paget was affected.
- BMP was not directly affected but doctors laptops have been impounded for checking which has made life difficult.

10.5 Flu Clinics

- BMP has ordered 1,800 vaccines for September.
- Clinics will be advertised in local papers from July; by posters in-house and slips in prescriptions. See Item on Practice report.

10.6 Identifying and supporting carers in the community

- LT-K raised the issue of carers in the community who tend to be very busy looking after people and not having time to look after themselves.

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- The Practice will be running a campaign to help identify people, so they can be made aware of local Norfolk and Suffolk carer support groups. They will also be offered a free health check and flu vaccination (in season) at the Practice. See Practice Report 8.6.2017.

10.7 Forum Meeting

JS attending the forum meeting on Monday 19th June in Beccles at 12.30.

Action CM to email JS if she can attend.

10.8 Thanks to Pauline Crosby

- JS and the rest of the PPG extended their thanks to PC for all her work as chair of the PPG 2016-2017.

10.9 Apologies

- JS apologised but he will not be able to lead the meetings of July, September or October 2017. (No meeting in August).

Meeting

Thursday 13th July 2017
BMP Seminar Room 4.00pm

Signed:

Date:

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Appendix 1

PRACTICE REPORT FOR PPG

8.6.17

CQC Visit – Dr Emerson to update

Staffing

- Same Day Team. See item 10.3
- GPs . Dr Walker has just commenced maternity leave and Dr Clare Slater is working in the surgery until December, to cover her hours.
- Dispensary Manager. Interviews were held yesterday, with four excellent candidates. Negotiations are underway and we hope to agree terms this week.

Services

- Mental Health practitioner.
- Friends and Family Test. We received 20 responses in May 2017, 85% of which advised that they would be ‘very likely’ to recommend the services of the practice. Of particular note were two very complimentary comments for Sue Trohear, the Health Trainer.
- Flu clinics. Saturday flu clinics will be held on Saturday 23 September and 7 October, so these can now be advertised on the PPG Facebook page, if you wish. We are considering adding a ‘slip’ to repeat prescriptions that are collected from July, advising the dates and also including a ‘mini-questionnaire’ to help collect some data that is important to general health and to identify some groups that we need to support – including the following:
 1. Do you smoke? Yes / NO
 2. Would you like advice to help you quit? YES / NO
 3. Are you a carer for a relative or friend? YES / NO
 4. Would you be interested in having a free Carers Health Check at the surgery? YES / NO
- Frailty project. Replacing the Avoiding Unplanned Admissions project from the past three years , this year practices have been asked to identify patients who score highly on an Electronic Frailty Index, which includes, but is absolutely not limited to criteria such as:
 - ❖ Polypharmacy (multiple medications)
 - ❖ Memory and cognitive problems
 - ❖ Being at risk of falls
 - ❖ Mobility problems
 - ❖ Long Term Conditions

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- ❖ Arthritis
- ❖ Social vulnerability
- ❖ Weight loss and anorexia
- ❖ Visual / hearing impairment
- ❖ Housebound

These patients will be identified, and reviewed annually. For many of these patients, this will be covered in Long Term Condition reviews, by the Community Matron, or as part of the existing package of care provided to nursing homes. Frailty is a new buzzword for this year, but one to be aware of.

Building

- The Charitable Trust have paid for the direction markings in the patient car park to be reapplied, which should help to make this safer.
- Work to be carried out on Dispensary “hatch”. This will be lowered for access purposes. Also Fire Screen to be fitted.