

**Bungay Medical Practice  
Patient Participation Group Meeting  
Minutes for 12.1.2017 Final**

Date: 12 January 2017

Time: 4.00pm

Place: Bungay Medical Practice

Present: Pauline Crosby PC  
Alison Ballantyne AB  
Peter Leggett PL  
Lisa Townsend-Kwan LT-K  
Carole Matthews CM  
Jenny Daynes JD ( from 4.25)

**Minutes**

**1.Apologies:** James Smith JS

**2.0 Minutes 15 December 2016**

- PC to add information to Minutes for 15 December 2016 under item 6.
- Minutes for 15. Dec. 2016 to signed

**Action: PC**

**2.1 Matters Arising of 15 December 2016**

**10. One Life Suffolk**

- PC indicated that the last course had a good outcome but they were not getting enough referrals through from BMP. Only one person on the course was registered with the practice.

**Action: LT-K agreed to to take this up.**

**Update 12.1.2017**

- LT-K indicated that she has spoken to the GPs about referrals to One Life Suffolk but sometimes patients did not wish to pursue this.
- LT-K went on to explain how the practice monitors blood pressure, cholesterol and weight of patients aged 40-75 by automatically inviting them by letter into the surgery for a free health check. Patients are invited three times.
- If a patient is considered to be at risk, then they are invited back for a Stage 2 Health Check with the LTC nurse for further investigations.

**3. Practice Report**

- LT-K took the meeting through the practice report. See Appendix 1.
- LT-K also indicated that from the new year the work load at the practice has been massive.
- Staff recruitment: LT-K shortly expected to be able confirm the appointment of a nurse for 5 afternoons a week.
- LT-K indicated that the Minor Injuries Unit at Beccles Hospital is due to close temporarily on 5.2.2017 for refurbishment.

**Re: item TUPE in Practice Report**

- JD indicated that if you are required to have a DBS check, you can avoid having to pay the full fee for further DBS check by registering yourself with DBS and paying £13.00 a year. The check can be updated at any time with no further costs.

**4. Recruiting Campaign**

- PC issued a draft doc. aiming to attract PPG volunteers.

**Action: all - any comments to PC by Tuesday 17th Jan.**

**Action: JD to contact possible recruit.**

**Action: PC to contact Polly McCarthy as another possible member.**

**Action: PC to revise application form to include a question about access to social media other level of voluntary commitments.**

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**5. Consultation Figures**

- LT-K issued a doc indicating surgery consultations, telephone consultations week by week for 2016.
- Total consultations for the year were 45,529.

**6. AGM**

- Date: 9 March 2017 Time: 6.30 Place: Seminar Room, Bungay Medical Practice  
Speaker: Andy Evans

Action: PC to write to Andy Evans re: AGM and the topic for his address.

Action: PC to invite Jonathan Williams (CEO ECCH) and Jean McKeith (governor of James Paget Hospital)

Action: LT-K to email PC with DNA figures for 2016.

**7. AOB**

**7.1 One Life Walking for Health**

- PPG discussed email from Tracey Bullard suggesting practice led walks.
- One Life Walking for Health are already advertised by the surgery.

Action: LT-K to reply to email.

**7.2 PPG Terms of Reference**

- PC indicated that the position of chair was only held for one year.

Action: Terms of Reference to be emailed to all PPG members.

**7.3 Next Meetings**

- 9 February 2017 Bungay Medical Centre at 4.00pm
- AGM 9 March 2017 Bungay Medical Centre 6.30pm

**7.4 PPG Forum 13 February 2017 Beccles House**

Action: PC and CM to attend

**Signed:**

**Date:**

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**Appendix 1**

**PRACTICE REPORT FOR PPG  
12 January 2017**

Staffing

- Same Day Team. On Call GP team and Primary Care Practitioner working very well. This system is ensuring that the maximum number of patients that can safely be dealt with in a day can access healthcare at Primary Care level. Since the start of January, the On Call Telephone Triage list has been dealing with between 85 – 140 patients a day. This is in addition to additional locum staffing being employed to help with increased winter pressures.
- Maternity cover – LTC. Locum cover is being arranged to ensure that LTC clinics can continue until Stephanie returns to work. Negotiations underway – staff expected to commence employment next week.
- Long term sickness. Senior Nurse Manager Karen Smith will not be returning until the end of February.
- Illness. There has been a lot of staff illness, unfortunately the type of sickness that is contracted by working with lots of different germs! All teams have been affected, across all five of the ECCH GP practices. We have been trying to help each other with staff where we can, but this has proved very difficult.
- TUPE – staff are on track to transfer to ECCH contracts on 1 February. New DBS checks and Occupational Health checks are ongoing.
- RESPIRATORY NURSE – the CCG, in conjunction with the JPH respiratory team have facilitated specialist respiratory nurses to pilot a project in Primary Care. Kirkley Mill, an ECCH practice, has a nurse already working with them as part of this project. Bungay have been offered a nurse to come to the practice on a fortnightly basis, over the 3 monthly winter period (from now until March). The nurse will identify patients with complex respiratory issues and consult with them in special clinics at the practice.

Services

- Musculoskeletal Assessor. Kieran Morling, the MSK Advisor working at the practice, will shortly be able to prescribe specific pain relief as part of his remit. This will help alleviate some admin pressure from the GP team.
- Mental Health worker. Interviews are being held for this post on 19 January. With a qualified MH worker based at the surgery, this will greatly help patients.
- Friends and Family Test. Encouraging results for November and December. We received one ‘Very Unlikely to Recommend’ in December. This was from a patient from outside the area who attended the surgery in July. Unfortunately the patient requested a service that the practice does not supply and we were not able to help him. The patient requested a Needle Exchange programme. Bungay does not have this facility, nor do the local chemists. The Boots store in Beccles is the nearest provider. Staff have been made aware.

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**Building**

- Hot water and heating boiler replacement works are due to start on Monday 16 January. This is scheduled to take approximately three months. During one week when the hot water tank is being installed the practice will not have hot water on tap. The practice does have an 'urn' in the kitchen, so this is not an insurmountable problem. However, minor operations will not be scheduled during this period.

**Influenza**

The Practice are in the process of ordering influenza vaccine for 2017. The earliest date that the supplier can provide for delivery is 15 September. When the order is confirmed, the practice will be formulating a campaign to ensure that the maximum number of patients are aware of the importance to general practice of having a flu jab done at the surgery and how we can make this service more attractive and useful in delivery.