

**Bungay Medical Practice
Patient Participation Group Meeting
Minutes for 15.12.2016 Final**

Date: 15 December 2016

Time: 4.00pm

Place: Bungay Medical Practice

Present: Pauline Crosby PC
Alison Ballantyne AB
Mary O'Neill MO
Peter Leggett PL
Lisa Townsend-Kwan LT-K
Dr A. Emerson (from 4.25)

Also present: Sara Harvey

Minutes

1. Apologies: Jenny Daynes JD
Carol Matthews CM
James Smith JS

2. Introductions and Welcome

3. Minutes of 3 November 2016

- Agreed and signed

4. Practice Report and response to previous points raised

- LT-K took the meeting through the practice report. See Appendix 1

5. PPG focus for 2017

PPG communication With Patients

- PC discussed the need for more active involvement of the PPG with patients. Sara Harvey advised that they did this at her old practice and had proved very successful .
- PC advised that she would be starting a recruiting campaign in the new year. She advised that if members were to have a presence in reception they would need training and suggested that liaison with the reception manager in this respect would be useful.
- PC inquired if badges could be made available for members and LTK advised that she had possession of some and subsequently distributed these to members.

Practice services

- PC indicated that as a patient you received a text confirming appointment but no reminder text the day before.

Action: LT-K to investigate why some patients but not all receive reminders.

- LT-K indicated that three quarters of all DNA were forward booked appointments.

East Coast Community Healths CQC Report

- LT-K indicated BMP still awaiting report but some points raised have already been addressed.

Influenza Vaccinations

- LT-K indicated that the vaccine isn't available for practice use until the beginning of Oct. The practice bulk buys from the earliest date possible.
- LT-K reported that some patients tell Boots that they are entitled to a free vaccine, but that Boots have no means to check entitlement.

6. Social Media Update

- PC updated on PPGs face book page and advised that JD was doing a great job of keeping it going but we needed more practice information on the page to inform patients and keep interest going. Photographs in particular are great for recognition of practitioners.

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7. Consultation Figures

8. PPG section website/Publication of Minutes

- Will be published on BMP website but LT-K to have a veto re: any sensitive issues contained in Minutes.

Action: AB draft Minutes to PC

9. PPG Forum

- PC and JS attended 12.12.2016 Held at Great Yarmouth
- PC reported meeting's priorities for 2017
 - poor communication an issue
 - PC gave an example from Halesworth hospital
- PC raised concerns about BMP website.

10. One Life Suffolk

- Leaflets and flyers about courses are available at reception.
- Information is on PPG facebook page
- 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.
- LT-K agreed to to take this up.

11. AOB Staffing

- Dr Emerson joined the meeting and explained the proposal for new model of working.
- ECCH are required to produce a sustainable plan.
- A plan for Primary Care appears to be absent from from the STP.
- The aim is to integrate social care and health care.
- To achieve this, money will need to be freed up from acute care Trusts. Dr Emerson indicated that this looks unlikely to happen.
- South Waveney Alliance Network (SWAN) and ECCH to try to work together.
- Dr Emerson hopeful that such a plan could be beneficial.
- Dr Emerson also referred to aspects of the National Association of Primary Care.

BMP triage

- Dr Emerson indicated that more BMP triage staff are being trained.
- Primary Care practitioner Kevin Clouting is having a positive effect re: monitoring long term illness patients.
- Dr Emerson explained the idea of social prescribing i.e. putting patients in contact with services that can help with specific social problems e.g. housing or money problems.
- PC outlined the idea of members visiting the practice and meeting the triage team. Dr Emerson supported the plan.

12. Next Meetings

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

13. PPG Forum 13 February 2017 Beccles House

Signed:

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Appendix 1

PRACTICE REPORT FOR PPG

15 December 2016

Staffing

- Proposal for New Model of Working.
- Primary Care Practitioner. Kevin Clouting has been working with the team for a month now and is settling in well. His input is being well utilised and some initial worries about the type of patients that he could see are being solved. Kevin is an excellent, professional clinician with many years experience and will certainly grow into an asset to Bungay. In the New Year Kevin will be working two days a week for another ECCH practice, Kirkley Mill in Lowestoft. This is part of the ECCH plan to extend the skill mix amongst practices.
- Nursing. Our Nurse Manager will be away from the practice until the New Year. Our nursing team have been rallying round and really working hard to reduce the pressure on our On Call GPs.

We will shortly have two nurses on maternity leave (our Practice Nurse Stephanie will be starting her maternity leave on 23 December). We are still awaiting confirmation regarding covering her LTC clinics for next year. Amy, our HCA will be returning in March 2017.

- Junior doctor – FY2. We welcomed Dr Kos DeSilva to the practice last week, who will be working at the surgery for a three month rotation in general practice. Despite his long commute from Ipswich, Kos is looking forward to working at the practice!
- Sarah Harris will be back with us again in the New Year.

Services

As part of a CCG project to increase Online Access to patients, the surgery was visited by the NELCSU GP IT Facilitator, who shadowed the Reception team from 8-9am on a Monday morning. He was amazed by the amount of call traffic that they dealt with. On reviewing our patient figures (we currently have 14% of patients registered for Online Access) and witnessing the volume and type of call requests that come in, he agreed that we are dealing with the demand in a constructive way.

The NHS has experienced a nationwide software problem this month. No text messages could be sent regarding appointments (either on booking or for confirmation) for a week. This issue was an NHS.net email problem, not something specific to SystemOne, our clinical system. This was very frustrating, but we will need to review our DNA figures for December at the beginning of next month to see if this has had a noticeable effect on the number of patients that have not attended appointments.

CQC

ECCH's CQC visit was completed, with good responses. The official report is yet to be published.

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Influenza

The practice will soon be ordering our vaccine for next year. Lessons learned from 2016 will be discussed with the suppliers. Discussions will be held regarding primary care deliveries being sent in smaller batches earlier in the season, as this is part of the reason other suppliers (Boots, supermarkets etc) were able to vaccinate patients sooner than GP practices. This was alongside the stores having the staffing capacity to immediately vaccinate every person when asked.