**Minutes of Portishead Medical Group Patient Group Meeting**

**Monday 9th December 2019**

**Matters arising from previous meeting on 20th August 2019:**

These have been summarised in the table below

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| **Action No.** | **Date & Source** | **Subject Detail** | **Action Required** | **Progress** | **Date Closed** |
| May 2019 – 4 | May 2019 meeting | Community Garden | The Practice to contact Portishead in Bloom | Completed | 9.12.19 |
| August 2019-1 | August 2019 meeting | Evening and weekend clinics | Improve our communication about weekend clinics | Information has been updated on our website, patient leaflet and waiting room screen | 9.12.19 |

Kath advised that discussions between our Primary Care Network (Gordano & Mendip PCN) and Curo Choice have been successfully concluded and we are now in a position to sign the contract and start recruitment of the new Social Prescribers. The additional staff being recruited will provide additional dedicated support for patients in our PCN, signposting them to services using existing networks and databases of contacts (including health services, voluntary organisations and the council).

**Community Garden Update:**

Kath advised that we have continued identifying people and organisations that could help us with the development of a community garden and will host an initial meeting with interested parties on Tuesday 28th January 2020. We are fortunate that we have an offer from a local church to provide up to 2 days per week from a lady who has horticultural experience to plan and develop the garden, but this will of course be done in partnership with others who are interested in taking part or providing support.

We discussed a proposal for a fence to run along our boundary with Wyndham Way – when we planted the hedge saplings we reinstated the fence to prevent people from climbing up the bank and protect the saplings, but unfortunately the saplings in front of this gap were knocked down by someone who uses this cut-through across the grass. Kath asked for the meeting’s opinion as to whether we should persevere and put up a fence, or give in and accept that people will always cut across. The meeting felt that a fence should be erected. Kath will send invitations to the meeting to our Patient Group and other parties who have expressed an interest.

**Changes to Services from January 2020**

Kath advised that we have recently found ourselves in a position where we needed to review some of our services as our clinical teams were struggling to cope with the workload, so much so that the viability of these teams was becoming threatened. As a result we are proposing to make the following changes in January 2020:

1. We will no longer offer routine ear syringing. We will however continue to provide this service where it is required for a referral to secondary care, or where there is a clinical need. Dr Pullen advised that it is a procedure which has risks associated with it, it is time consuming and there are other ways of cleaning your ears. Many other surgeries stopped offering this some time ago. Now that our nursing team is struggling we feel that unfortunately we have to follow their example. We have developed an information leaflet (a copy is attached).
2. Requests for ‘Urgent Prescriptions’ will be referred to as ‘Same Day Prescription Requests’ as we find that they are often not urgent at all – in fact we often find that many ‘urgent prescriptions’ are not actually collected on the day that they were requested. These requests take up a lot of administrative and clinical time. We will ask patients how many they have left and remind them that all prescription requests will be completed within 2 working days, as this is often quick enough. If a patient does need a same day prescription then we will ask them to request it in person at the surgery. Experience in other surgeries suggests that this approach is very effective in reducing the number of ‘urgent’ requests received. The comment was made that Lloyds Pharmacy have a sign on their counter saying that prescription requests will take a week – Kath will find out more about this.
3. We will also amend some of our appointments, converting a small proportion of face to face appointments to telephone appointments.

**Patient Group – Ambitions for 2020**

Our objectives for 2020 were discussed – what would we like to achieve?

It was noted that attendance at our information evening in October was very low and the meeting agreed to take a break from providing these evenings for a while.

We discussed communications and information for patients and it was felt that this would be a good focus for the coming year. KS advised that she is organizing a Women’s Health event in February and invited our clinicians to take part. LC kindly offered to think about how to involve the patient group in the development and improvement of communications – Kath to contact her to discuss this further.

**Hot topics and Any Other Business**

**Staff Changes:**

You will already be aware that Dr Gerwyn Owen is retiring at the end of this year. We are delighted that Dr Sarah Pal joined us last month, working on Wednesday and Fridays, and Dr Emily Duncan will join us on 1st March, picking up the remaining sessions vacated by Dr Owen.

Lara, one of our Practice Nurses and Diabetic Nurses has sadly left to pursue a career as a Specialist Diabetic Nurse in hospitals in Gloucestershire. A new Practice Nurse will join us this month (Cathy) and she will start training in diabetes as soon as possible. One of our reception team (Charlie) has also left to pursue a promotion offered by her previous employer and she will be replaced by Emma and Helen. We also have a new secretary (Trudi).

**Waiting room screen:**

It was suggested that we should find a way to advise patients in the waiting room when a GP is running late.

It was noted that we now have free wifi in the waiting room.

**Feedback from patients:**

A summary of comments and complaints was circulated (see [attached](file:///\\NSomerset.XSWHealth.nhs.uk\GP\Portishead%20Medical%20Group\PracticeArea\MEETINGS\Patient%20Group%20-%20PPG\Patient%20Group%20Meeting\Feedback%20summary%2021%20Aug%202019%20-%209%20Dec%2019.docx)). There were no particular points or issues highlighted for discussion.

**BNSSG Access Survey:**

Kath advised that BNSSG CCG are circulating a survey to people in Bristol, North Somerset and South Glos asking when they would like to be able to visit a GP surgery. The objective for this is to identify what evening or weekend hours people would like so that they can determine what they will require GP Practices to provide. Dr Pullen advised that we find this a tricky issue as there is no offer of additional clinical staff to provide these clinics, so existing clinicians would have to work longer (and they are already under a lot of strain), or other clinics would have to be cancelled.

The Patient Group asked Kath to send the link to this survey to them. It can be found via this web address: <https://www.surveymonkey.com/r/accesstogp>

**Future Meetings**

The proposed dates for meetings in 2020 are:

* Monday 20th April (7.30 p.m.)
* Monday 17th August (7.30 p.m.)
* Monday 7th December (7.30 p.m.)