

Falldon Way Medical Centre

Minutes

Patient Participation Group Meeting

20th May 2016

Attendees

Leigh Frost (FWMC), JW (FWMC), Maxine Davies, Rais Hyder, Micky Barnard, John Downer, Linda Hurst, Betty Morrison, Sheila Woodcock, Stephen Mann, Mildred Miller, Annie Lewis.

Apologies

Lucy French, Jane Jackson, Francis Palmer, Pat Morgan, Judith Sluglett, Monica Brown, Derek Warwick, Angela Stagg.

Welcome/Apologies

LF welcomed all to the meeting, and everyone introduced themselves. JW read out the list of apologies, as above.

Previous Minutes

These were all agreed, with the exception MM and AL who cannot recall having received them, and a couple who could not remember the contents of them.

It was agreed that the minutes of all future meetings (including this one) will be added to the FWMC website.

Action LF

Matters Arising and Progress Report

- Online viewing of results. LF explained that this went live at the end of March, and all patients can now view their basic medical records online. This does not include the free text of consultations. To enable the viewing, a patient will have to present at reception with ID to be able to obtain new logging on details. This will ensure that the person asking for access is actually the person to whom the record relates.
- Friends and Family Test. JW briefly explained that this has been merged with our previous comments/suggestions policy. Some examples of recently received comments, both good and bad, were read out to give an indication of our patient's opinions of us. Generally, we get at least 90% positive feedback. However, as the survey is anonymous, we are unable to respond to a comment of a complaint nature, or to those that have made suggestions as to how we can improve our service. It was emphasised that FWMC welcomes 'constructive criticism'. We still have some rather 'rude' patients, and as we have a zero tolerance policy any patient the 'oversteps the line' could receive a letter from either the Practice Manager or a Partner GP. The last resort would be to deduct a patient from our list, but it can happen, and has, in the past.

Practice Topics

Staff Changes. LF advised all of the following staff changes:

- Graham Price has joined the team as Senior Practice Pharmacist. He will be supporting the GP's, particularly with any medication issues.
- Dr Addleson has left, but has been replaced by Dr Esther Goddard, who is well known at the Practice as she has done many locum shifts in the recent past.
- Dr Kayleigh Brown (trainee Dr) has finished her stint here, and will soon be replaced by Dr Aliesje Kuur (trainee).
- Lydia and Jan are our new Administration Clinical Information Co-ordinators (job share) and deal with all the incoming paperwork.

- Lopa will soon be joining us on reception.

Affinty. This is a new joint working initiative, between FWMC, Greenway, Westbury On Trym and Monks Park surgeries. It is an informal agreement (so no long term legal commitment yet) to try and work together in loose collaboration. It will enable us to be able to bid for more funding from NHS England, who have announced that there will be some monies available for new ventures, but there has to be a patient base of at least 30,000. Affinity has 32,000 patients between the 4 surgeries. Some of the ventures that are being looked into are a joint telephony system (can take calls on behalf of other surgeries eg if they have a staff training day), sharing experts, such as a viability tissue nurse, diabetic specialist nurse or even a personnel expert. All of these would be too expensive for an individual surgery to take on, but may be affordable, and very beneficial, on a sharing basis.

OneCare. This is a new initiative that will be supporting Primary Care throughout Bristol. It is very new, so only just beginning to have effect. Schemes already in being / shortly to be initiated are:

- same-day physiotherapy phone call triage (to avoid patients having to see a GP and then be referred to physiotherapy)
- Saturday morning phlebotomy service at Westbury on Trym surgery, for which we will be able to make appointments for our patients
- Weekend consultations arranged by GPs for those patients they are concerned about
- An experienced Specialist Mental Health Nurse, who will be at FWMC every Thursday to see any patient that a GP feels may benefit from her expertise (pilot scheme)
- eConsultation from home – an online communication which your GP will read and respond to, and give you either advice, information, or an appointment as needed.
- Saturday morning 'hub', with 2 GPs, nurses or District Nurses for pre-bookable appointments, to be held in either Westbury on Trym or Greenway Surgeries. This will hopefully start at the beginning of July.

Patient Topics

- **Patient Numbers (RH)** asked if there is a cut off point for the number of patients that we can have registered here? JW advised that since the last meeting (Nov 2015) the numbers had increased by 228 from 8913 to 9141. LF responded that we are about to apply to close our list for 1 year. However, we will still have a duty to register patients that join an existing household, such as a new baby, students returning home after University, elderly parent coming to live with son/daughter. However, all factors, including other practice's situations will be taken into account before a decision is made.
- **Building.** LF explained that our biggest problem is lack of space for clinicians. RH asked if we could extend. LF replied that possibly, but finances are a big issue, with the NHS not currently funding new builds. However, there is an immediate possibility that we could have a temporary building at the back of the car park, in order to free up 2 office rooms that could be converted into clinical rooms. Planning permission will be required for this, and if it is declined it could mean that all Administration will have to work off-site, which is obviously not an ideal situation. Ideally, extending would be the ideal solution, possibly by the addition of a second floor.

LF asked if any one present would be willing to give a written statement to support our application to close the list for 1 year, and if so, to see her at the end of the meeting.

LF thanked everyone for attending, and the meeting was closed.

Date of next meeting: To be advised (target month is November 2016)