

# **PATIENT REPRESENTATIVE GROUP MEETING**

## **Bentham Medical Practice Thursday 16<sup>th</sup> July 2015**

**Present:** Lorraine Crossley, Anne Purvis, Mairi McKirdy, Tony Hudson, Joanthan Scott, Jill Noble & Sharon Rucastle.

**Apologies from** Bronwen Osborne, Sandra Kay, Julia Sant, John Sant, Gerda Southwell, Judith Nicol & Lin Barrington.

### **Minutes of the last meeting:-**

The minutes were approved.

### **Matters Arising**

There has been no replacement for Dr Rigg appointed yet. The advert has been out since May and is still being run. Jonathan reiterated that they may struggle in August without Dr Rigg but that the holidays have been booked for a long time and before they knew Dr Rigg was leaving.

It was felt that the new answerphone message was good and everything said was relevant and informative but it was still felt that it may be a good time to start the message with "if you have a medical emergency press 1 now"; as these people may not be in a position to wait and listen to the message.

### **Correspondence**

A newspaper article was brought in stating that GP practices are to be clumped together to share services and resources. Jonathan advised that it is referring to **The Primary Care Community** of which we are in the East Area with Milnthorpe, Sedbergh and Kirkby Lonsdale. The main issue with this is that most of their services are coming from Cumbria Trust and we are not at this time but he states that it is being addressed.

The Primary Care Community is setting up a steering group and need a volunteer to joint that group. Further details to follow. Lorraine has agreed to be our representative on the group with Sharon attending if possible if/when Lorraine cannot.

The idea is that they will link all community providers together and have set on a Care Navigator which is an administration position. They will be looking at the top 25/30 people who are vulnerable in health and maybe family support and make sure that they receive all the services and help they require and that it is seamless. There will also be a Case Manager which is a clinical role (Senior Nurse) who will work with the Care Navigator. We already have Sue Clements in position who is the Carers Resource and already provides this service. It has been negotiated that she will also be our Care Navigator and as she has been in the role for a number of years already has the contacts, knowledge and experience.

### **Defibrillators at Bentham**

It was felt that this would be a good project for the PRG to get behind and it was agreed that we would contact members, including the mainly email members to see if there is any appetite to help with this project. The aim is to setup a system similar to Ingleton's excellent initiative.

As the main work seems to fall on a few members it was felt that we needed more support with this as it is a big project with ongoing maintenance and funding required.

The starting point is to liaise with the council (Tony) and check the local schools (Jill) to see how many are available in the local communities and what plans are already being put into place. Once we have the

above in place the plan is to contact Laraine Sullivan who has offered to assist with training and committee and maintenance set up.

Mairi McKirdy is going to run past the other doctors the possibility of having their defibrillators outside the two main surgery buildings in a locked box. She felt the box would have to be locked as the practice cannot run the risk of their defibrillators being vandalised and unusable in the event of an emergency.

### **Web Site Feedback**

Judith reported some issues with links in the pages and Jonathan advised that he has already noticed this and has emailed today to report the fallen links.

### **Working Party**

The Working Party met and looked at the practice brochure with a view to reordering it and amending one or two items. Jonathan brought a revised edition to the meeting and the members of the working party are to check it and get back to Jonathan by the end of next week. Once approved, he will print some out ready for use. However, it was suggested that The Looking Well be approached to update their message if they wanted to as it has not been updated for a long time.

The questionnaire has been looked at and a couple of new questions have been modified or added. Again it was asked that the PRG help in the surgeries to get the forms filled in. October has been picked as a month with particular emphasis on the school holiday week as we should get a good cross section of people.

The next working party will be after the September meeting and a date will be advised at that meeting.

### **Jonathan's Information**

The August appointments were further discussed and Jonathan advised that all practices have similar issues and that locum cover in August may be an issue. He stated that they are trying to increase cover in September to fit more appointments in once the holiday season is over.

Sarah Mulliner – a part time secretary will be leaving in August. The other secretary who shared a job with Sarah will take the secretary job on full time leaving a 15/17 hour contract on reception to fill. Jonathan asked us to pass this on to anyone who may be interested. However, if it could be someone who may wish to extend their hours in the future it would be good.

The CQC visit is expected sometime and Jonathan circulated a sheet of examples of outstanding practice from the CQC website. He asked that we look at some of Bentham's real life examples and we can bring the results to our next meeting.

It was requested that we have name badges for when we are in the surgeries to look more professional. Jonathan is to sort this out before we are due in the surgeries.

### **The date of the next meeting has moved to the 24<sup>th</sup> September**

Items to Sharon by 17<sup>th</sup> September in preparation for the meeting on 24<sup>th</sup>.

