

# **PATIENT REPRESENTATIVE GROUP MEETING**

**Bentham Medical Practice Thursday 4<sup>th</sup> June 2015**

**Present:** Lorraine Crossley, Julia Sant, John Sant, Gerda Southwell, Judith Nicol, Anne Purvis, Andrea Tuohy, Lin Barrington, Tony Hudson, Joanthan Scott & Sharon Rucastle.

**Apologies from** Bronwen Osborne, Sandra Kay, Jill Noble, Lyndsae Lister, Mairi McKirdy & Dr Morgan.

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

The minutes were approved.

## **Matters Arising**

Jonathan thanked John Sant for his efforts in tidying up the waiting room when reporting back that the waiting room has been tidied and sorted out. Lorraine asked whether the drugs companies could assist with books for the library and Jonathan advised that they try not to involve the drugs companies as they can try to use the contact too frequently for marketing purposes.

It was felt that the surgery leaflet should continue to be produced in house for the short term as following the leaving of Dr Rigg there are likely to be further staff changes and a printed leaflet would be out of date pretty rapidly. The working party is to review the leaflet before a reprint. Adverts were ruled out as the surgery does not wish to be seen to be endorsing one person in preference to someone else, particularly for what may appear to be financial gain.

## **Correspondence**

An email has been passed on to the secretary by Jonathan from Mary Kendall who would like to be involved with the PRG but on an email basis due to difficulty in attending meetings. We discussed other members who received information but do not attend meetings regularly but who are interested in the activities of the surgery and the PRG. It was suggested that it would be good to receive feedback from these members and if there are any ideas or subjects that they would like the PRG to consider in the future that they let us know.

Val Ferriman from the South Lakes CCG has contacted Jonathan to enquire about the PRG and he has responded to her with Sharon's and Lorraine's details. Lorraine commented that she had contacted Val some time ago and has never received any further information. The email was the 12<sup>th</sup> May and we have had no contact from her yet.

## **Defibrillators at Bentham**

Gerda had suggested this item as the PRG was very impressed with the initiative in Ingleton and would like to look into something similar for Bentham. We discussed the effort and time Laraine Sullivan and the Ingleton Committee is putting into the Ingleton project and the maintenance of the defibrillators once they are installed and when used, as well as the ongoing costs. We all agreed that the Ingleton Save a life scheme is something that it would be ideal to mirror in all the villages.

A starting point is to establish if and where there are Defibrillators in Bentham already. Lorraine/Tony to check if there are any at the fire station, Angus Fire Armour and to check with the Ambulance Service to see if there are any locally like the one at the Community Centre in Ingleton. Of course first responders will have them as well as the one at the surgery. Gerda mentioned that there used to be a Yorkshire Education general resuscitation course available at around £9 per head.

It is a big subject and a local group would need to be identified to take it in hand like the Ingleton group and it has been agreed to place it on the next agenda, once the initial investigations are completed.

### **Web Site Feedback**

Judith reported one small amendment needs re staff training. It is a big job and she will complete random samples, if anyone else notices any issues, please feel free to report back to Jonathan. It can be that something simple needs changing on several pages and one may get missed. As we said it is a big job keeping it up to date.

### **Phone Call Feedback**

Following the working party discussion the message has been updated. The repeat prescription is now on 2 and there is a message to advise patients that they are in a queue and to please hold on the line. The Emis ordering of repeat prescriptions was discussed and Jonathan reported that usage is slowly increasing. Sharon advised that it does seem to take longer than the manual handing in of prescriptions at the chemist but that once you allow for that it is an easy way of ordering.

### **Working Party**

The next working party is to be on Wednesday 1<sup>st</sup> April at 10.30 (please note this time has changed since the meeting)

### **Patient Power Article**

The members had been forwarded an article from Holycroft Surgery in West Yorkshire where they have received an award for customer service. It appears to say that the PRG is very involved with clients, medication, administration, post and confidential information. When we broke it down we felt that the main thing we could take from it is to continue to promote the PRG at local events and in the surgery at times such as when the questionnaire is being completed. Also if people complain discuss the PRG as sometimes just having further information can be the resolution.

### **Jonathan's Information**

Nurse Karen has now returned to work and is building up to full duties over time as appropriate. Dr Rigg left last Friday. There is full Doctor cover for the months of June and July but there are requests out for locum cover for August and September until a longer term solution is found, such as a new Partner or salaried GP or a combination.

The Productive General Practice initiative continues with several changes at reception receiving good feedback. Anyone having tests now receives a card advising when the results will be available and if the patient needs to telephone for them – a "what happens next card".

Telephone appointments were also discussed and it was suggested that they are mentioned in the next newsletter in case patients were unaware that they may be available, although they are mainly for Doctor follow ups and the Triage Dr is still the first point of call for medical matters on the phone.

Jonathan has been working with the Community Collaboration Care Team at Airedale to help to ensure that we receive a fair share of services; Including Out of Hours services, Physio etc. These are provided by Airedale and funded by Cumbria so Jonathan is making sure that we do not slip through the net.

The **CQC** inspection is due and has changed slightly. Jonathan issued a booklet of what they will be looking for when they come.

There is a plan to make sure that the woodwork at Bentham Surgery is repaired and painted before winter as well as arranging new signage to help to ensure that everyone knows that it is the Health Centre. Ingleton is also planned to get a sign.

### **Powerpoint – People who are approaching the end of their lives**

The Powerpoint is being shown to all PRGs in the area and is about the support which is being given to people who may be approaching the end of their lives. It may be an illness that will continue for a number of years but it may be appropriate dependent on the patient.

It is to take into account the Patient and Friends and Family too when agreeing care and what the patient would ideally like to happen. It is all about supporting the involved people at a difficult time and making plans to anticipate needs as well as having things in place which patients and family can find reassuring. Of course these plans are all flexible and may change over time.

The Gold Standard framework was developed in 2000 and the health centre holds monthly meetings with everyone involved in palliative care. This includes Carers resources, district nurses, doctors and community care groups to help to ensure that there is joined up care. It is about offering the best level of care planning during the last phase of life.

After the presentation we received a pack of the information provided to patients. Lorraine commented that she feels it is the best idea for patient care and that it will build trust between the professionals and the relatives as well as the patients.

Items to Sharon by 9<sup>th</sup> July in preparation for the meeting on 16<sup>th</sup> July.