

PATIENT REPRESENTATIVE GROUP MEETING

Bentham Medical Practice Thursday 24th September 2015

Present: Lorraine Crossley, Anne Purvis, Tony Hudson, Joanthan Scott, Judith Nicol, Andrea Tuohy, Lindsay Lister, Lin Barrington, John Vendy (Bentham Town Council) & Sharon Rucastle.

Apologies from Bronwen Osborne, Sandra Kay, Julia Sant, John Sant, Gerda Southwell, Mairi McKirdy, Dr Morgan & Jill Noble.

Minutes of the last meeting:-

The minutes were approved.

Matters Arising

Mary Kendall, our newest member has sent a card thanking us for our good wishes. Lorraine has been in touch with Town Head Surgery at Settle and Kirkby Lonsdale Surgery to discuss their information booklets. They both do their own booklet as demand is quite high and printed glossy booklets were proving expensive. The New Horizons magazine suggests that we may wish to have a talk by one of the governors about the hospital's future. We will request a visit in the New Year.

Correspondence

No further correspondence.

Defibrillators at Bentham

John Vendy from Bentham Town Council advised us of what has already been done by the town council re defibrillators for Bentham. John's partner, Sue is a first responder and she is putting information in the Bentham News about some training sessions in Burton-in-Lonsdale. Anne advised that there are sessions in Ingleton but that they are booked up until November.

AED Donate have offered to help fund a defibrillator at a cost of £1,800-00. However, John felt that this was maybe an expensive option. Burton-in-Lonsdale funded theirs for £1,235 plus VAT. The maintenance costs are quoted as being £20 per annum.

We were advised that the 200 meter rule for being advised of a defibrillator is only if you are on your own and if you have someone with you who can either go or stay with the patient then further away defibrillators will be pointed out to you when you ring 999.

The first responders are putting out further requests for recruits shortly and as they will hopefully support any programme and training this is important as there are less first responders than needed at present.

The defibrillators already in Bentham area are:-

Wennington Hall School – awaiting training and they may have 2, not for public use. Cedar House – one in place. Both surgeries have one but these are available during opening hours and cannot be placed for public use as they will be required by medical professionals in the event of an emergency. The Fire Brigade and first responders, again not for public use as above and one at Angus Firs Armour. This means that in effect there are none for general public use in Bentham.

It was suggested that John and a volunteer liaise about the possible placing and funding for defibrillators in the future. Jonathan is to ask Jill Noble if she is happy to be the volunteer as she has already indicated that she is happy to support the project and she is part of the practice and the PRG.

Questionnaire Manning at surgeries during October

Jonathan is to provide details of the surgeries and times for Sharon to circulate amongst the volunteers. It was suggested that if there are no volunteers in any surgery that the receptionists request that the questionnaires are completed. It was felt that this would have a varied response but would catch more responses. The flu injection days of 3rd and 17th October (both Saturdays) were also considered to be good days if anyone can man them between 9am and 12.

Badges are to be provided for the members so that patients are aware of who we are.

Web Site Feedback

Judith reported a couple of items which are being dealt with by Jonathan.

Working Party

The next working party is to be 14th October at 2pm. Further work will be carried out on the surgery leaflet.

Patient Feedback

It was acknowledged that patient feedback is most likely given in the event of dissatisfaction and that there are many patients who are very happy with the surgery as shown on the questionnaire and friends and family feedback. Unfortunately this will always be the case and is human nature.

The discharge from Hospital process is still not working smoothly for people leaving hospital at the weekend. Medication can prove to be an issue, particularly as some medications can be prescribed by the consultants but no GPs. There also seems to be some confusion about district nurses and Jonathan confirmed that the District Nurses are provided by Airedale and work from Castleberg but are funded by Cumbria. This should not affect the service received by the patient. It was mentioned that the receptionists had done some chasing around for one particular patient to ensure that they were attended to.

The annual reviews for chronic/long term diseases is also causing confusion as one elderly lady made an appointment for her annual review and was sent away until the month of her birthday a few weeks later. The surgery is to look at what went wrong. All patients should have either already received a letter explaining the new process, or will do so shortly. Obviously some patients will be confused.

Hospital transportation numbers were also discussed and apparently the number you press is dependent on whether you are wanting transportation to Airedale – Yorkshire Ambulance Service or Kendal/Lancaster – North West Ambulance Service.

Aims for next 12 months

These are to be considered for next meeting. Communication was one of the aims as despite lots of information being circulated the message still is being missed by some patients. Things like the Triage system is still causing confusion.

Jonathan's Information

The What's up Doc is out and available in the surgeries. Some information is repeated again, to help with the above comments.

Staff changes were advised. The new receptionist position interviews are completed and they are in a position to offer the post. More information to follow. Interviews are due to take place for a new GP shortly.

The IT update has been delayed and is due this weekend. Once completed there will be WiFi access at the surgery. Better use of the television screen in the waiting room is planned and a team of volunteers to keep it up to date is requested.

From Monday 3rd November the out of hours service will alter. Currently calls are forwarded to Cumbria Health on Call (CHOC). In future it will be mandatory that all calls are referred to the 111 service. This cannot happen automatically and patients will be advised to hang up and redial. Once they have accessed the 111 service if a doctor is still required then the patient will be referred to CHOC. The 111 service will not have access to patient records but CHOC do.

The date of the next meeting will be 29th October

Items for the agenda to Sharon by 22nd October please.