

# BEECHWOOD MEDICAL PRACTICE

## PATIENT GROUP MEETING

**Wednesday 6<sup>th</sup> June 2018 at 6pm**

Attendees: Sue Lucas, Barbara Davies, Sylvia Rae, Pat Foster, John Lawrence, Cheryl Benson, Monica Grizzle, Sarah Monteith, Sarah McKay, Elena Dorso, Rossanne Hamilton

### **Agenda**

**1. Closed session for Patients (PPG members only)**

*No items for discussion in closed meeting today.*

**2. Introductions & Apologies** (Practice Reps join meeting)

Rowena Sutcliffe, Alan Pound

**3. Matters arising from closed session**

*no closed meeting so no actions*

**4. Notes of meeting held 7<sup>th</sup> March 2018 & any matters arising**

*Minutes were agreed with the amendment of a spelling error.*

*SL asked for an update on actions taken as a result of the patient survey held in October 17.*

- *New phone system being installed in July – this will give us more lines into our practice during our peak call times. Also has integrated software that pulls up the patient record from the telephone number being dialled. Management reports available to monitor number of calls, time taken to answer and dropped calls. This will help us plan staffing levels and target training.*
- *Waiting time for appts, try to keep patients up to date if clinicians are running behind. – Receptionists have been advised to inform patients when they arrive – plus on occasions will announce to waiting room if there is a significant delay for a clinician.*
- *Noted the positive results regarding access to speak to doctor on phone possibly due to our change of making telephone consultations pre-bookable up to 2 weeks in advance*

- *Concern shown for patients by clinician has been fed back to GP's and SMon explained each GP would have been given an individual survey report too, based on the patients' experience with that GP. This would form basis for self reflection and also be referred to as part of the GPs annual appraisal and revalidation process.*

## **5. Information about our local service “Ways to Wellbeing” – Elena Dorso & Rossanne Hamilton**

*Elena and Rossanne explained the service is to help direct patients to social prescribing. – they clarified that social prescribing is classed as something in the community which helps connect people with themselves; neighbours etc. which will help with their general wellbeing.*

*Clients referred to them are assessed by means of an initial chat to explore what things they may have enjoyed in the past; where they feel they are now and what they would like to try. These chats are very person centred and tailored to each individual. Clients can have up to 9 sessions with a ways to wellbeing navigator over a 6 month period.*

*After the initial assessment the team look at local groups etc. that they can try and link the client into.*

*The service will try to help identify and overcome barriers that might be stopping clients from engaging with activities too.*

*The assessment are normally carried out once a month at the GP surgery , however the service will go to a person at home if the person is currently not able to leave their home. Follow up appointments/chats can be at the Vassall centre, local café etc. wherever the client is most comfortable to meet.*

*This is open to anyone over 18 and currently only for patients of Fishponds Family Practice, Old School Surgery and Beechwood Medical Practice. Unfortunately they cannot currently help with anyone who is drug or alcohol dependent or anyone who has a diagnosis of active psychosis.*

*The service is currently funded by Bristol City Council and they work in partnership with the Care Forum. Anyone who would like to get involved is more than welcome as the service relies quite heavily on the support of volunteers. All their volunteers receive training and induction and you can commit to as many or few hours as you can manage. If you are*

*interested in getting involved please contact: Elena Dorso, Advocacy and Social Prescribing Volunteer Support Officer, Direct line: 0117 958 9321, Mobile: 07522 039 868.*

*“They want to put the smile back on people’s faces.”*

*BD shared with the group her positive experience of the service in supporting bereavement.*

## **6. Increasing number of cases of Measles in the South West**

*Be aware measles is around. Advised we had a confirmed case in the building where the patient had been in the waiting room for more than 15 mins. Implications of this are that we had to contact everyone in the waiting room at the time and advise them. Alarming increase in number of cases in the South West. There is currently a catch-up campaign for patients aged 16-25 in addition to the routine childhood immunisation programme. All front line staff and GPs at this surgery have been vaccinated with 2 doses of MMR to ensure they can continue to work if they are exposed to any measles patients.*

## **7. Primary Care Mental Health Pilot**

*We are currently involved in a pilot with AWP – Avon and Wiltshire Partnership Mental Health Team. This pilot provides and assessment and signposting services for patients who have mental health problems who would not meet the threshold to be referred into the regular AWP Service. Part of the pilot is that we have mental health specialist nurses coming to the practice for 3 sessions per week, it is hoped this will prove to be an effective way of helping these patients in a more timely manner. If the pilot is successful it may be rolled out across the wider BNSSG (Bristol, North Somerset & South Glos) community.*

## **8. Update from Healthwatch representatives**

*PF gave an update, covering the Bristol quarterly activity report which includes some case studies –handout filed with minutes.*

*A men’s day was recently hosted at the Dhek Bhal Centre raising awareness that 1 in 10 men are likely to develop diabetes and that life expectancy can vary by up to 9 years depending on whereabouts in Bristol you live.*

*Healthwatch Bristol Advisory meeting being held at the Vassall Centre on 10<sup>th</sup> July at 10 to 12.30am – if interested in attending please register for it.*

## **9. Practice Update**

*SMon informed the group a new newsletter has just been issued the highlights of contents are:- Flu campaign, more specific this year with over 65's having a different vaccine than under 65's. We will not be supplied with this targeted vaccine until later this year so our campaign will start later and run on a bit longer this year.*

*SM reminded the group that they wanted to agree the charities that they will be collecting for at the flu sessions in advance this year. SR had a note of the charities who we had not been able to support in 2017 and it was agreed that these would be the preferred causes for 2018.*

## **10. Any other business**

*Online access changes, SL asked how long we had known about these changes coming. SMon advised we were informed about them a day or two before they were introduced and were a challenge for us to manage as well as patients. Hopefully all settled down now and patients should be able to log in and access all services as before.*

*CB queried the current wait of 8 to 10 weeks after an MRI for the results. SMon advised this is likely as she believed there are significant challenges in staffing levels in the radiography department at NBT at present. PF advised she will refer to Healthwatch and see what she can find out.*

**11. Date & Time of next meeting** - Wednesday 5<sup>th</sup> September 2018 at 6pm