

**MINUTES OF THE**  
**REDGATE MEDICAL CENTRE/SOMERSET BRIDGE MEDICAL CENTRE**  
**PATIENT PARTICIPATION GROUP MEETING**  
**HELD ON WEDNESDAY 29<sup>th</sup> MARCH 2017**  
**AT SOMERSET BRIDGE MEDICAL CENTRE**

**Present:**

John Sealey , Patient Rep, RMC  
John Mitchell, Patient Rep, RMC

Janet Royston , Patient Rep, SBMC  
Clair Brown, Patient Rep, RMC

Sue Boulton, Patient Rep,  
Kathy Bartley, Practice Manager

Allison Scott, Receptionist/Carers Champion

**1. Welcome and Introductions**

Members of the group were welcomed to the meeting.

**2. Apologies**

Apologies were received from Phyllis Smith, Evelyn Riches, Elsa Gell, Patricia Crick

**3. Actions Arising from the Notes of the last Meeting**

Gardening Group – Clair reported that Jen Slade from SASP hopes to attend next week's Gardening Group instead of Jacqui. Additional volunteers to join the group are now required. KB to email all staff asking them to promote the Gardening Group at every possible opportunity.

**4. Repeat Prescription Service**

KB presented the results of the recent repeat prescription patient survey.

The results showed that almost all patients who completed the survey were aware of the requirement to allow 48 working hours between order and collection of repeat prescriptions (72 hours if collecting from the pharmacy).

Almost all patients who completed the survey were aware that messages regarding medication reviews were written on the back of their prescription (white slip).

Satisfaction rates regarding the overall repeat prescription service differed slightly between the practices, with 81% of Redgate responders stating they were happy with the service whereas only 70% of Somerset Bridge patients were happy.

From the individual comments provided by patients it was agreed that both practices would:-

- Make patients aware that they could collect a complete list of their current repeat medications from reception. We would promote this within the surgery and on the practice website.
- Make patients aware of the reason why we ask them to call the surgery after 2pm to order repeat prescriptions.
- For quality control purposes the practice would continue to audit written repeat prescription requests

## **5. Improved Access to Primary Care**

Kathy outlined the requirements of improved access services in primary care which seeks to commission a 7 day a week GP service.

Somerset CCG has been chosen by NHS England for early implementation of Improved Access. Practices were only made aware of this at the end of January, with the expectation of a service being commissioned from GP practices by 1<sup>st</sup> April 2017!

All practices within the Bridgwater Bay Health Federation have indicated that they are likely to wish to collaborate on the development of a service model that delivers sustainable and cost effective improved access which best meets local patient need. A number of practices are totally committed to providing the advanced access, individually or collaboratively whilst others require tight resolution to the key points around data sharing and medical indemnity.

Kathy is leading this piece of work on behalf of the Federation and intends to discuss the proposal further at the Federation PPG Meeting taking place at East Quay Medical Centre on Wednesday 12<sup>th</sup> April, 10 am.

## **6. Somerset's Commitment to Carers**

GP practices in Somerset have been invited to gain recognition of their commitment to carers by endorsing Somerset's Commitment to Carers and becoming a member of Carers' Voice Somerset.

Carers Voice Somerset is the influencing body for unpaid carers in Somerset who works with carers, former carers, commissioners and service providers to determine new and improved ways of supporting carers in Somerset.

By endorsing the Commitment practices will be included within a Commitment Award Scheme to demonstrate its support for unpaid carers and shine with either a bronze, silver or gold award.

To endorse the commitment GP Practices need to:

- Ensure their practice is aware of the Commitment to Carers, it's key themes and priorities
- Gather carer feedback in relation to the key themes and priorities and feedback findings to Carers' Voice Somerset 2-3 times a year

- Attend two Solution Focused Workshops per year

As much of the work required is currently already undertaken, it was agreed that it would be a great opportunity for the practice to apply to become an endorsed practice.

#### **7. Contacting Patients Who Do Not Attend Hospital Appointments**

Members of the Group were invited to review and comment on a template letter that the practice routinely sends to patients who fail to attend their hospital appointment. On receipt of a letter from the hospital informing the referring GP that the patient has failed to attend, the template letter is automatically sent to the patient inviting them to contact the hospital or practice to rebook.

It was suggested that the letter needed rewording as most hospital departments now discharge the patient after one missed appointment and request that he/she is re-referred by the GP.

Action: Kathy to make necessary amendments to template letter.

#### **8. Any Other Business**

Janet tabled a letter that she has sent to local councillors seeking assurance that Somerset's Sustainability and Transformation Plan (STP) will receive proper scrutiny from Somerset County Council. Janet's main concern was that the level of savings and pace of the plan were unachievable which may be damaging to local services, particularly with regards to the proposed reduction of emergency care bed days and move to develop non-bed services in the community.

Sue Boulton suggested Tai-Chi and painting as two possible activities that Somerset Sports and Activity Partnership (SASP) may wish to look into offering locally.

#### **9. Date and Time of Next Meeting**

10.30 am Wednesday 3<sup>rd</sup> May 2017, Redgate Medical Centre

(with cakes for Kathy's Birthday !!!!!!!!!!!!!)