

Bradford on Avon and Melksham Patients' Participation Group

Minutes of General Meeting

Tuesday 8th December 2015 at 7.00 to 8.30pm
The Health Centre, Bradford on Avon, BA15 1DQ

1. Welcome and Introduction

Sue Walters, PPG Chairman, warmly welcomed everyone to the December 2015 general meeting of the Bradford on Avon and Melksham Patients' Participation Group.

Apologies were received from: Marlene Nolan; Sheila Wood; Alan Fox; Jeremy & Noriela Barber; Desiree Eksteen.

2. Talk – Healthwatch Wiltshire - an update on activities and latest projects

The talk about the activities and latest projects was given by Kevin Gaskin Community Engagement Officer of Healthwatch Wiltshire. Kevin outlined the structure and origins of the Healthwatch organisation which started 3 years ago. He also explained the relationships between the Health and Wellbeing Board and the Clinical Commissioning Group and how Healthwatch conduct reviews and write reports with recommendations to influence services for local people. Healthwatch is a source of information to help local people and also signposts to many other organisations.

Kevin showed slides of the new Healthwatch web portal, Your Care Your Support, which will be a resource for the public of information about all types of organisation that can help in health and social care with many links to the corresponding websites.

More information on the portal - www.yourcareyoursupportwiltshire.org.uk

Future plans for the portal include kiosk type units in libraries and health centres to aid those not on the internet and also "easyread" information guides to download from the website. Public discussion forums on the website are also being considered for the future. Kevin requested that people send to him their ideas for all types of groups to be included e.g. social, healthcare, wellbeing, community groups so a directory for the Wiltshire area can be compiled on the web portal. Kevin can be contacted at Healthwatch Wiltshire on www.healthwatchwiltshire.co.uk or send ideas to the PPG Secretary, Denise Ramsay, who will pass these on to Kevin. ppgboam@orangehome.co.uk

Kevin also emphasised that there are customer advisors at Wiltshire County Council to contact, as well as Healthwatch, for those that wish to speak to an advisor for information about the various organisations.

The talk was well received and followed by a question and answer session with interesting information and leaflets given to the group. The Chairman then thanked the speaker for an interesting and informative talk.

3. PPG Business

Sue Walters introduced the business part of the meeting agenda.

3.1 Last PPG General Meeting Minutes of 22 Sept 2015

These had been circulated and there were no matters arising.

3.2 Flu Clinics

Sue greatly thanked all the volunteers who helped at this year's flu clinics, their help was most appreciated by the practice and enabled the smooth operation of the appointments for the very large number of patients seen. The PPG gained quite a number of patients interested in registering for the group as a result of the volunteers distributing our PPG leaflets at the flu clinics.

3.3 Update on PPG Finances

Jen Andrews, PPG Treasurer, reported that the amount in the bank account was £2,138.47 with £16.10 in petty cash; total PPG fund equals £2,154.57.

Funds spent lately included a donation of £50 to the Bradford on Avon and District Flower Club in recognition of the lovely flower arrangements that the club donates to the reception area of the health centre.

3.4 Equipment purchases by the PPG

A TV screen for the nurses waiting area costing £167.44 was recently purchased.

The microphones for use at PPG meetings have been returned as faulty and a new type of microphone is awaited. It is planned to use the new microphones at the next PPG general meeting.

Deliveries are expected of other pieces of equipment soon.

3.5 Patient Suggestion Box

Mike Nolan, PPG Committee, reported on the suggestions received and the favourable recommendations for the practice by the patients who completed the survey forms.

The music played in the waiting rooms is now considered by the patients as suitable after several trials of various types of music.

Telephone access to the practice is being further considered and will be reported at a later date.

Mike asked for all to keep sending in suggestions as these were most useful and helpful to the practice. All present thanked Mike for his valuable contribution.

3.6 Plans and dates for next year's meetings

Sue read out the dates for next year's PPG general meetings including the next topics for talks requested by the patients on the survey list. The events are normally held on Tuesdays at 7.00pm in the Health Centre at Bradford on Avon. The 2016 programme is as follows:

Date	Topic
8th March	Hypertension
14th June	Osteoporosis
20th September	Ambulance Service - followed by the PPG AGM
6th December	Indigestion and Acid Reflux - followed by the Christmas social event

4. Practice News

Michelle Coleman, Practice General Manager, presented an update from the practice on several items as follows:

4.1 Friends and Family survey / suggestion

Michelle gave information about the "Friends and Family" suggestions which are included in the red folders in the waiting rooms and on the practice website.

4.2 Friends and Family Test (FFT) Pilot for Children and Young People

The practice has agreed to take part in a pilot scheme during December 2015, January & February 2016 (and maybe March 2016) to obtain the views of Children and Young People through a different FFT survey which has been designed to be appeal to Children.

Each month the practice will need to report on how many have been completed (target is 40 per month) and share what the feedback has been and how has the practice responded to this feedback and have any changes been made.

The survey includes pictures of the 'Wellbeing Monkey' who is also on other health service publications handed to children in hospitals and schools. The monkey will be the theme of the publicity in the waiting room.

There are two questionnaires, one for parents/carers to complete and one for children and young people to complete themselves and then hand into the surgery reception.

As the survey enables young people to include a drawing, the PPG committee have proposed that a first prize of a cuddly toy monkey, donated by the PPG, is given for the best drawing. The winner will be chosen by the committee at their next meeting and announced at the next general PPG meeting on 8th March 2016.

4.3 Flu Clinics

Flu season up-date

The practice has been thrilled with the Saturday flu clinics again this year and would like to thank the PPG once again for their excellent support.

Of the 4,800 vaccines delivered, just under 500 are left.

As an example - of those who have received the vaccine the practice achieved:

- 3834 of the over 65s
- 809 of the diabetic patients
- 197 to patients who are housebound
- 277 vaccinations to carers

Practice staff are making telephone calls now to offer the vaccine to those patients who are eligible and have not yet come forward for the vaccination. Patients can request a separate appointment during the week if they cannot attend the normal Saturday flu clinics.

Dr Wyatt also thanked the PPG volunteers for their help at the recent flu clinics. There was an interesting discussion with Dr Wyatt giving information about flu symptoms and how the vaccination programme is run in the UK.

4.4 Charity - practice support

This year the Practice will be supporting the charity, Julian House, which gives help to the homeless. The staff will be dressing up on Tinsel Tuesday and donating funds to this charity.

4.5 Electronic Prescription Service (EPS)

The Practice has now gone live with EPS (17th Nov) there have been some expected issues along the way, as with all new systems, but these are being resolved at the time and the Doctors and staff are taking great strides forward in getting used to the system.

For patients there should not be too much change as the practice has always used the nominated pharmacy system but in-house it will enable a safer flow of prescriptions. Leaflets are available with information for the patients about the EPS and on the website.

Michelle discussed the method of producing the prescription scripts, the new electronic changes, the placement of nominated or usual doctor's name and nominated pharmacy, timing if on holiday etc. with the patients present.

4.6 Christmas opening times

Leaflets have been produced for the patients about this year's holiday opening times. At the request of the PPG committee, notices of the local pharmacy opening times will be put on the front doors of the surgeries.

4.7 PPG Survey & recruiting more members

Following discussions at the recent PPG committee, it was felt that it may be helpful to conduct a survey to ask patients how much they know about the group, how they would like to be kept informed of information they may be interested in, to ask what events/talks would they be interested in attending and if there is anyone else who would consider joining and taking part in the Group.

Michelle Coleman, Sue Walters and Sue Henderson will soon be meeting to compose the survey, which they aim to have the result of in time for the March 2016 PPG general meeting. If there is anyone else who would like to be part of this meeting, please let Michelle and Sue Walters know.

The Practice are thrilled to report that the PPG members who supported the flu clinics have been able to find some patients who may be interested in becoming PPG members.

The demographics of the PPG does not cover all age brackets and therefore the PPG committee have agreed for the Practice to ask the Patient Voice e-mail group (who do have a broader age range) if they would consider becoming members of the PPG and subscribing to the PPG mailing list to receive information about events and other items.

It was also felt that the current notice board for the PPG was not eye catching enough and that some changes would be made to make it more colourful.

5. AOB

5.1

Sue Walters asked that anyone with an item for discussion who wished to make a contribution to a PPG meeting please let the PPG Secretary, Denise Ramsay, know so that the item can be placed on the agenda and sufficient time be allocated.

Please email Denise on ppgboam@orangehome.co.uk or leave a written request at the surgery reception.

The PPG committee will consider a proposal given by one patient this evening at their next committee meeting in order to give sufficient time for discussion of this new suggestion. This will be reported on at the next PPG general meeting in March 2016.

5.2

The microphones will be available at the next PPG meeting in March to aid discussion around the meeting room.

5.3

Dr Wyatt gave the good news about the B o A Leg Club, it has been nominated and received several awards this year including the national dermatology award of the RCGP.

Dr Wyatt then gave many thanks on behalf of the practice for all the good work by the PPG committee and for the support of all patients involved with the PPG, especially at the flu clinics. She also thanked Michelle and Debbie for all of their help.

The Chairman closed the meeting at 8.30pm.

There then followed the social part of the meeting with mince pies and refreshments kindly supplied by the practice which was an enjoyable end to the evening.

Future Dates

PPG General Meetings - 2016

Date	Topic
8th March	Hypertension
14th June	Osteoporosis
20th September	Ambulance Service - followed by the PPG AGM
6th December	Indigestion and Acid Reflux - followed by the Christmas social event