

# CHEDDAR MEDICAL CENTRE

## PATIENT GROUP

### MINUTES OF THE MEETING ON 23 MARCH 2015 7.15pm

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**Present:** John Pimblott (Chair), Elizabeth Herridge (Vice Chair), Dr Cassie Thomas, Pauline Drummond (Practice Manager), Glenys Runciman, Jacqueline Scoulding, Allan Weare, Anna Dormer, Alan Taylor, Elizabeth Parry, Martin Kay, Brenda Anderson, Marie Pearson, Helen Morris, Craig Clarke, Ann Clarke, Richard Tregarthen, Kokila Lane, Caroline Woolley (early part of the meeting).

**Apologies:** Karen Curtis, Barry Carter, Suzanne Green, Christine Sims, Richard Corp, Emma Shah, Christina Brown, Elaine Snow, Ian Robson, Janet and Ken Clark.

**Welcome:** John Pimblott welcomed the group and thanked Dr Thomas for attending.

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**Minutes of the last meeting:** The minutes of the meeting of the 12 January 2015 were approved.

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#### **Practice Discussion Points:**

*NHS PPG Annual Report* - Pauline Drummond confirmed the annual report had been signed by both the Practice and the PPG and is available on the practice website. A copy will be sent out with these minutes. A worthwhile overview of the past years activities.

*Termination of phone prescription service* - Pauline reported that the phone prescription service had finished in January without problems or patient complaints.

*Electronic prescribing* - From the 4 March, repeat prescriptions are being sent electronically to a pharmacy of the patient's choice. It is safe and private and much more efficient for the surgery to do it this way. ***[NB To all patient group members / friends, if you have not already done so and you wish your repeat prescriptions to be sent to a specific pharmacy, please let the Surgery know ...by email or phone etc. It is not possible, however to 'mix and match' pharmacies.]*** There was a discussion about prescription delays and timings but the cases cited were from during the transition phase. Prescriptions should be available from the pharmacy of choice after 3 days.

*Calendar board* - Suggested by Craig Clarke and Pauline that it might be a good idea for the Patient Group to populate another noticeboard in the Surgery ... in this case an event calendar board. *[Action: Confirm with Pauline when the noticeboard will become available]*

*Friends and Family Test* - The test is a contractual obligation for the Surgery and is available on the surgery website and on an ipad at reception. Pauline urged everyone to complete the test as often as possible... preferably after every visit.

*Care Quality Commission (CQC)* - The surgery is waiting to hear when the CQC inspection will take place ... it is anticipated it will be during April. The CQC will give the Surgery two weeks' notice. Four to five inspectors will assess how the practice is performing against the objectives of being 'safe, effective, caring, responsive and well led'. John and Elizabeth, representing the Patient Group, will attend the initial meeting and the inspectors will spend some time in the waiting room talking to patients. They will rate the practice as 'outstanding, good, needs attention or inadequate'. The final report will be shown on the surgery website and results displayed in the waiting room.

*Telephone answering message* - A discussion about the style of the introductory telephone message asking patients who might have a life threatening condition to dial 999. The result was that the message is a standard message used by numerous doctors surgeries, has caused no issues in the past and will remain in place

*Temporary cessation of Travel Clinic* - Due to staff long term sickness, it has been necessary to temporarily stop the private travel clinic at the surgery. It will return as soon as possible. An alternative service can be found at Nomad, 38 Park Street, Bristol. 01341 555061 [www.nomadtravel.co.uk](http://www.nomadtravel.co.uk) The surgery will happily supply patients with their vaccine history.

*Compass Carers*: Kokila asked Pauline about information on respite care. Compass Carers provide respite care and information can be found at <https://compasscarers.org.uk>

*Retirement of Lin Hebden* - Lin Hebden is retiring shortly as Reception Supervisor and Carers' Champion. The Group wishes her a happy retirement.

*Staffing of reception desk* - Kokila Lane expressed a concern that there was only one visible person on the reception desk when she visited and felt this was inadequate for the 'patient centred' area of the Surgery. Pauline said that at any time there are between 3 and 4 receptionists on duty (except when phones are down between 1 and 2pm and after 5pm when need is reduced) and that the 2<sup>nd</sup> or 3<sup>rd</sup> receptionists in the back reception area are equally servicing patient demand. She said they have between 8 to 10 times more interactions daily with patients via telephone/website enquiries when compared to contact with patients at the front desk. Hence there is more staff in the back office answering queries, making appointments and processing prescriptions, tests, chasing hospitals etc. She said that when front desk queues appear the receptionists multi-task and respond to the external customer. The receptionists are also responding to their internal customers in the form of GP tasks for reception (as a result of consultations), contacting District Nurse services, dealing with requests from care and nursing homes, pharmacies, paramedics, ambulance service, etc. Pauline said that all these activities are patient focussed.

*EMIS – ordering medicine for another person* - Marie Pearson said she was unable to order medicine for her husband and asked if carers could order medicine on behalf of the person they care for. *[Response from Hayley Browning, Secretary: I've attached a document which is a copy of a letter we hand out to patients at the point of signing up to Patient Access. For the most part we will only address details to patients themselves; however, the letter does explain that they are entitled to pass details on to others if they wish to, with a reminder that they will be able to view confidential information. In addition we also have a carer's register with improved features since moving to EMIS Web and have introduced a new carers form to reflect this. Patients can provide consent for friends and/or family members to discuss their medical records, regardless of carer status, which is then documented on the patient record.]* Both forms are attached to these minutes for your information.

Alan Turner asked Pauline about unused parts of the EMIS site. Dr Thomas reported that the surgery had not signed up to use all of the sites options. *[Response from Hayley Browning, Secretary: I had not seen the 'Personal Health Record' option on Patient Access before but, following some investigation, I've reached the conclusion that the Personal Health Record is a feature exclusive to users of Apple devices (I do not have any Apple devices available to test from but some information about the feature is available here <https://itunes.apple.com/gb/app/patient-access/id612905214?mt=8>). I have asked Alan to confirm if it was an Apple device he was using as, if not, I will need to start investigating other possibilities!*

*Although we have activated the Medical Record feature for all patients at the practice, I discovered a short while ago that I need to take further action to push the changes out to patients who were already signed up to the service prior to switching on the feature. Most patients affected by the change will have received notification of this via our last newsletter but not all patients are opted in to receive newsletters. As soon as I get an opportunity I intend to identify any remaining patients and can ensure they are aware of the changes (in case they have authorised someone else to access the account on their behalf) I will then roll out the change to all patients.]*

*GP Contract Co-commissioning* - Somerset GPs voted for co-commissioning between NHS England and the CCG from 1 April 2015. Pauline reported that it was too early to say what effect this will have on Primary Care but referenced back to 2014 when the Patient Group held a meeting with the local MP to voice concerns. The contract for health checks has been awarded to a private company and smoking cessation is being tendered out as predicted last year.

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##### **Patient Group discussion points:**

*Patient Group Awareness Week 1 – 6 June* - The Patient Group is holding a coffee morning to raise awareness at Hannah More Cottage on Tuesday 2 June 10am – noon. Home-made cakes (thanks to volunteers!) and a grand raffle in aid of the surgery Medical Equipment Fund. Local companies have been asked to donate prizes.

There will be electronic advertisement in the surgery waiting room and we are also: hiring the right hand window in the library for a week; organising a poster competition at Cheddar First School; advertising on Pulse Radio and in Cheddar Valley Gazette

and holding a two half day event as part of our Connected Cheddar vision ... possibly at the Library for Cheddar organisations to register on the new Somerset Choices website. A poster for this last activity will be circulated shortly and there will be other posters and handouts nearer the time. The Group is being supported by the CCG Communications Officer.

*Parkinson's Awareness Week 20 – 26 April* - Marie Pearson is holding a coffee morning to raise awareness at the Catholic Church Hall on Saturday 25 April. Marie will have lots of information on access to groups, including young persons', signposting and booklets and is also advertising in the Library window and the surgery will have an electronic advertisement. Marie reported that there is now a Community Parkinson's Project Nurse at West Mendip Hospital, Glastonbury.

*Carers' Awareness Week 8 – 13 June* - Compass Carers will have an information stand in the surgery for the afternoon surgery on 9 June. The Patient Group will discuss if we are able to offer further help during the week.

*Connected Cheddar Overview* – Connected Cheddar - working together for the health and wellbeing of Cheddar people. John Pimblott reported on progress. A local volunteer car scheme is possible but it is necessary to establish the 'need' ... this is being monitored. Loneliness (social isolation) and the associated health needs is still on our agenda but need to establish the foundation where the support groups and the community work together and not in isolation.

The outcome of a funding bid for a Cheddar area Village Agent is awaited. John and Elizabeth met with the Village Agent for Brent and were impressed by what she does. A Village Agent might be the glue that starts to bind the Cheddar community together.

The recently approved Somerset Joint Strategic Needs Assessment highlights social isolation as a key issue, the need for transport and the focus on communities taking responsibility for health and wellbeing, being thriving and resilient – all aspects including in a Connected Cheddar vision.

The Patient Group is working with My Cheddar (who may publish a community newsletter) to work towards a Connected Cheddar which could include publicity, signposting services and populating the Somerset Choices website as a comprehensive directory.

We have asked the Library to consider being a potential volunteer centre and also the Parish Clerk about the use of Hannah Moore Cottage. John will consider writing a business case for the use of Hannah Moore cottage as a volunteer hub. Successful villages we have looked at who are running village volunteer schemes, car schemes etc all have a central focus point that act as the glue binding communities together. Frome is a good example.

*[Action: John urged patient group members to make sure the 'signposts' on the surgery notice board are accurate and to make certain all members' groups and organisations are represented on Somerset Choices by entering details on [connectedcheddar@mycheddar.co.uk](mailto:connectedcheddar@mycheddar.co.uk).]*

*District Nurses* - Elizabeth Parry would like more information to be displayed on the availability / access to District Nurses which is twenty four hours a day but generally not known by patients.

*Patient Champions* - Thank you to Marie Pearson and Caroline Woolley who volunteered to be our first patient champions. Marie is our Parkinson's champion and Caroline will be responsible for Exercise for the Over Fifties. Caroline spoke about a Wellbeing course incorporating Tai Chi and Aigong with a trainer and nurse at Kings Fitness and Leisure beginning on 8 April. For more information contact Kings on 01934 744939. There is a free taster session on 1 April.

We would like to recruit more champions ... Helen Morris and Emma Shah together will work on being joint Speech Therapy champions. Please volunteer if you have in-depth experience of an illness, either directly or indirectly. We would particularly like a dementia champion.

*North Sedgemoor Health Forum* - It was agreed that we cannot lose the valuable information discussed during the 18<sup>th</sup> November North Sedgemoor Health Forum dementia workshop. Whilst available online, John felt strongly that we should produce a copy of the report for use by patients. Allan Weare, our representative at the Forum, will discuss at the next Health Forum meeting in May. *[Action: This topic to be kept on our agenda. John to attend next Health Forum.]*

*Noticeboard in Surgery* - Now working and 'owned' by the Patient Group. Room for improvement, but a start. Please go and look at it, use it and let us know what needs to be fixed!

*Membership* - This stands at 102 but we need to recruit more members as a strong, broad, patient base to represent the surgery and patient views. John asked everyone to recruit members who are registered with the surgery. We will do some recruitment at the coffee morning. We are endeavouring to attract a Sixth Former and have contact with the Children's Centre in Cheddar. We would particularly like to recruit young mothers. Kokila suggested business card sized handouts for the coffee morning itself ... with our contact details etc. *[Action: Elizabeth to do]*

*Future meeting format* - There was an inconclusive discussion about meeting formats. Keep on agenda to be assessed in the autumn.

*Relationships* - John reported that we are starting to understand the 'environment' in which we are working and can now raise a voice at many different levels whether it is NHS, CCG, Somerset County Council, various statutory boards, community councils etc. Not only can we represent patient views at this level but we also ensure Cheddar is visible.

*Healthwatch* - John discussed Healthwatch with the group. Healthwatch has asked for a representative for Cheddar, with Kokila volunteering to be our Healthwatch Champion. Gill Davies said she would be interested in teaming up with Kokila.

*Clinical Commissioning Group website* - [www.somersetccg.nhs.uk](http://www.somersetccg.nhs.uk)... John reported that the new website is excellent.

**Any other business:**

*Facebook* - Jacqueline Scoulding asked if the Patient Group has considered having a Facebook page. Dr Thomas commented if we are aiming to recruit and interest younger people we must use current social media. It was agreed that it would be a good idea to look at the pros and cons. *[Action: Jacqueline to do some research and report back to John and Elizabeth]*

*Surgery Leaflets* - John thanked Craig for his initiative re the surgery leaflets with the aim of having an A-Z of illnesses in the four racks by the check-in screen with other information leaflets elsewhere, e.g. on the tables. Patient Group could have signs for the leaflet racks printed professionally to match the noticeboard. *[Action: Craig to start work keeping the reception staff updated (preferably between 1- 2 pm) and tell John and Elizabeth the needs for signs, etc.]*

**Date and time of next meeting Monday 13 July 7.15pm  
at the Surgery.**

Useful emails

[john@pimblott.com](mailto:john@pimblott.com)

[elizabethherridge47@gmail.com](mailto:elizabethherridge47@gmail.com)