

**MINUTES OF PATIENT REFERENCE GROUP MEETING**  
**HELD ON 9<sup>TH</sup> MARCH 2016**

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**PRESENT:** Jeanette Kemlo (Chair), Bridget Kettle (PRG), Di Wogden (PRG), Roger Watts (PRG), Robert Kelso (PRG), Linda Sanders (PRG), Mel Deacon (GP), Dee Brown (Practice Manager, Secretary), Amanda Macfarlane (Receptionist), Sylvia Hindley (PRG), Malcolm Cowburn (PRG), Jo Murdoch (student nurse) Ed Matthews (GP) joined the meeting late.

**APOLOGIES:** Rebecca Prosser (Reception Manager), Pat Leach (Practice Secretary)

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**Minutes of Previous Meeting:** - Accepted as read and signed off by Jeanette Kemlo.

**MATTERS ARISING:**

**CQC REPORT** – Jeanette had sent a letter to the editor of the NDJ in November who had responded that he would include when he could.

**EXTENSION TO BUILDING** - well underway; should be finished by end of April.

**BARNSTAPLE PPG MEETING**

Caroline Dawe, Managing Director of the Northern Locality attended in November. Brannam PPG was well represented. It was disappointing that the PPG had not received a copy of the presentation despite a follow up request. It was generally felt that from the CCGs point of view, the evening had not been designed to be a discussion; issues had been skirted around. Thank you to Jeanette for organising the venue.

Things have moved on considerably since November with closures of hospital beds and minor injuries units. There are changes to GP funding with PMS contract money being reinvested in other services from April 2016. There is talk that the Quality and Outcomes framework will also be abolished now that many of the targeted areas have become embedded in routine care. We discussed patient's choice in taking up the offer of care.

**CONFIDENTIALITY AGREEMENT**

The confidentiality agreement was amended to include vulnerable persons as well as children. It will be recirculated for signing.

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**NEW MEMBERS**

With the resignation of Linda Antell and Desmond Kendryna we should try to recruit some new members. There was a discussion as to how we ensure that the PPG is representative of the practice population in terms of age, and how the views of patients with particular health concerns are captured. A note will be placed in the patient newsletter and on the website to try and attract younger members. JM proposed a possible young member. We can also use diagnostic groups for views on specific topics.

**ACTION**

**Dee**

**Dee**

**RESEARCH**

Dr Deacon is the practice research lead. We are a level 2 practice and part of the National Institute of Health Research SW Peninsula Network. We are required to take part in at least five studies per year to remain at this level. Practice Nurse Lesley Calcutt, administrator Michelle Lane and GPs Dr Bond and Bunney have all completed research training. The practice receives a retainer fee for level 2 and is also remunerated for recruitment to studies

We do not take part in commercial studies. Current studies include reporting on patients treated for atrial fibrillation, mental health medication, time of day of blood pressure treatment, and H.pylori (ulcer) treatment.

All studies undergo ethical approval external to the practice. Patients are given information leaflets and we need their signed consent before enrolling them.

There are not many of studies to choose from but possible studies are discussed and agreed by the partners.

**PATIENT FEEDBACK**

**Patient Survey** – thank you to Lyn and Sylvia who had been in to help with the external patient survey. We are not able to change the standard questions which quite often were not applicable to the patient. Results will be discussed with the group once received.

**Friends and Family** – the practice had not promoted this whilst doing the CFEP survey so numbers of responses were down. The majority of the comments were very positive about the practice and the staff. There was a request for higher chairs and for staff to open another hatch during busy periods.

**Complaints** – the practice had received five complaints since June (all non-clinical). Dee reported on actions taken following the complaints.

**NURSING LETTER**

Litchdon PPG secretary Rosie Hawarth-Booth, had asked if the Barnstaple PPGs would sign a letter supporting local nurse training. The group agreed in principle with comments about staff shortages, use of agency staff, and the removal of student grants. However, there were a number of inaccuracies in the letter. When working at NDDH Lyn had been responsible for recruiting student nurses. Jo is doing her nurse training and is attached to Plymouth University. She highlighted current problems. Jeanette will contact Rosie Hawarth-Booth.

**Jeanette****ENERGY ADVISOR**

The secretary of Litchdon PPG had circulated information on the Empower Project. They currently have funding from the Big Energy Saving Network to deliver information sessions on issues such as switching energy supplier and helping people to identify if they are entitled to water/ energy grants to assist with fuel debt, bill discounts and energy efficiency improvements such as new boilers and would welcome the opportunity to speak to local PPGs about the initiative and answer questions.

The group did not feel it was appropriate topic for a PRG meeting. Jeanette will respond.

**Jeanette**

**ACTION PLAN 2015**

**Treatment Room** – We have appointed a practice nurse who is trained in all chronic disease management and will be able to provide community care for housebound patients. She will also be developing her minor illness skills.

**Pharmacist** – this post has been advertised and we have had interest from suitable candidates

**ECP** – the practice will have a Special Paramedic student for a two month training period in May.

**AOB**

**Patient Access for repeat prescribing** – process is not clear; patients can think that they have ordered medication but if they do not move on to the next page to confirm the order it will not be requested. The “confirm” button is smallest on the page and could be missed. It was suggested that this should read – review – followed by submit. This will be fed back to the system supplier.

**Letter in NDJ re PRGs** – the Litchdon PRG secretary had a letter published in the Journal to raise the profile of PRGs. All agreed this was a positive step.

**Fund raising** –the GPs are taking part in a 5k Mud Run over an obstacle course to raise money for one of our charities this year Care for Kids and are looking for sponsorship.

**NEXT MEETING WEDNESDAY 11<sup>th</sup> MAY 2016  
18:00 HOURS BRANNAM MEDICAL CENTRE**