

**MINUTES OF PATIENT REFERENCE GROUP MEETING**  
**HELD ON 14<sup>th</sup> SEPTEMBER 2016**

---

**PRESENT:** Robert Kelso (chair), Di Wogden (PRG), Sylvia Hindley (PRG), Malcolm Cowburn (PRG) Dee Brown (Practice Manager), Ed Matthews (GP), Rebecca Prosser (Reception Manager) Amanda MacFarlane (Receptionist), Rachel Nestel (Practice Pharmacist), Petroc Academy students -

**APOLOGIES:** Jeanette Kemlo, Roger Watts (PRG), Linda Sanders (PRG),

---

**Minutes of Previous Meeting:** - Dee read out a section on Accessible Information standards omitted from the circulated minutes. The minutes were accepted as read and signed off by Robert Kelso.

**MATTERS ARISING:**

**CAR PARK/GARDEN** – one quote received, waiting for 2<sup>nd</sup> quote.

**REFURBISHMENT** – decoration of ground floor booked for this month

**REALLOCATION OF PATIENTS** – final decision to be made at GP Partners meeting next week.

**PUBLIC STAKEHOLDER MEETING** – there were no offers to take Roger's place at the meetings. He is still concerned that the PRG are being used to demonstrate patient inclusion in decision making. Dee will attend the October meeting with Roger.

---

**PRACTICE PHARMACIST**

Rachel Nestel introduced herself and gave an overview of her role in the practice. Rachel has been employed at Brannam Medical Centre since July as a Clinical Pharmacist. Her role is part of a 3 year pilot being run through NHS England to look at embedding Pharmacists into GP practices. She has been a pharmacist for 12 years and have spent much of that time working at North Devon District Hospital. In 2015 she completed a qualification to become an independent prescriber which means that she can also write prescriptions, where appropriate. She will be offering patient appointments for long-term conditions such as diabetes or asthma, medicines reviews and other medicines-related support, including discussing side effects. She will also help patients with their medicines following a stay in hospital and see patients in the Rapid Access Clinics. She will be working 18.75 hours a week, spread across Monday, Wednesday and Friday. Having a pharmacist working at our surgery will hopefully increase the available appointments, ease the workload of GPs and provide valuable medicines support.

**PETROC ACADEMY**

Dee will e-mail Kieron Brend, the academy tutor, further information about PRGs  
We discussed how we can best interact with young adults, the difficulties of transitioning from being under parental control to making choices and decisions for oneself. Discussed the best way of us passing on information about the services we provide and how to access them. We asked the students to go away and come up with any ideas on how we

**ACTION**

**GP  
Partners**

**DB/RW**

**DB**

can do this. We discussed why they thought that young people would rather attend A+E than seek medical attention from their GP practice.

**ACTION**

#### **FRIENDS AND FAMILY TEST**

Results for July and August with patient's comments were shared. All agreed the results were very positive. Patients were generally very satisfied with the service they received. The number of responses had increased considerably since the use of text messaging was introduced. Patients are invited to comment following an appointment.

#### **BARNSTAPLE ALLIANCE PATIENT GROUP**

An inaugural meeting has been arranged by Litchdon PPG on 11<sup>th</sup> October at the Plough Bickington – details circulated. There was a discussion about the roles of Brannam PPG which focuses on the practice and the Barnstaple Alliance which is looking at external issues with more of a political nature. Malcolm will attend but made it clear that he would be attending as a patient not as a representative of Brannam PPG.

#### **CHARITY**

This year our nominated charities have been The Gurka's and Care for Kids. In total we raised from book sales and the Doctor's Mud Run **£ 1575.50**. Gurka's £523.50 and Care for Kids £1052.00.

Suggestions for next year's charities are currently Link Amputation Charity and SANDS but any other suggestions please.

#### **AOB**

**Patient Information on Acute Kidney Injury** – Di and the Petroc students will review the patient leaflet as regards plain English and if any changes were required to aid patient understanding. Dee to e-mail copy to Kieron Brend.

**NDDH Service cuts** – there is a public council meeting at the Guildhall on Monday 19<sup>th</sup> September with local MP Mr Heanton-Jones in attendance to discussed the proposed cuts to maternity and other services.

**DW/DB**

**NEXT MEETING WEDNESDAY 9<sup>th</sup> NOVEMBER 2016  
18:00 HOURS BRANNAM MEDICAL CENTRE**