

## **Burbage Surgery PPG meeting April 2 2019 at Wolvey Surgery**

**Present:** Dr Phil Thomason, John Moore (chairman), Mike Hudson, (vice-chairman), Paul Stewart (secretary), Carol Davies, Pat Hydon, Tony Sheldon and Stephen Smith-Phelps.

**Apologies:**, Phil Adams, Pam Adams, Yhona Adcock, Lorna Clark, Babita Joshi, Wendy Shaw and Dr Sophie Wrighton-Turner.

**MINUTES:** The minutes of the March meeting were accepted as a true record after clarification that Tony didn't raise the point about inappropriate language which had been seen on a Facebook post.

- a) **Surgery improvement update:** Work is about five weeks behind schedule because of extra piling work but Dr Thomason said the contractors were trying to catch up. Members thought the update from contractors which appeared in Surgery News in the Local Rock was very useful to keep patients up to date. It is planned to publish regular updates.
- b) **Phone system:** The practice has chosen Switchmedical as its new phone system provider. Dr Thomason said it was a big advance on what the surgery had at present. John, who had attended a surgery meeting on behalf of the group, felt the features he saw would greatly improve the service to patients.
- c) **Patient Partner:** Mike attended a meeting at the surgery about Patient Partner, a service which could integrate with the new phone system. One of its services offered patients the ability to manage appointments 24 hours a day, 365 days a year through their phone. He felt it offered a worthwhile service. If it was introduced, he asked that when patients were calling for a specific purpose, such as cancelling an appointment, whether it would be possible to link them immediately without having to listen to the usual service message at the beginning of calls.
- d) **Cancer support package:** Dr Thomason said it was a useful idea, Mike and Tony learned about the idea at a PPG Network meeting organised by the Clinical Commissioning Group. A PPG in Quorn, together with its clinicians, had put together a package for patients newly diagnosed with cancer. It included useful information, and guided patients to organisations in their area which offered help and support. The Locality PPG in this area is now planning to put together a similar package which individual surgeries could tailor to their own patients. Mike will update Dr Thomason on progress with a view to introducing it at our practice.
- e) **Facebook comments:** The practice published an item in the latest edition of Surgery News, reminding patients that there is proper process for reporting comments or concerns, rather than on Facebook.
- f) **Screen display:** The message screen above the reception area at Burbage is now scrolling a reminder for patients to park without inconveniencing other road users. The surgery car park is closed because of building work and some vehicles are left without considering other people, The message has replaced details of missed appointments.

**WEST LEICESTERSHIRE CCG:** Mike and Tony will represent the group at the next Clinical Commissioning Group Network meeting for PPGs, on Thursday, April 4. Mike said he would raise the fact that minutes of such meetings seem to be no longer issued. Details of the presentations were put on the CCG website (the one for the January 2019 meeting running to 67 pages) but these did not include any actions agreed on items.

### **LOCALITY MEETING:**

a) **Health plans:** Mike and Paul attending a specially called meeting of the Locality PPG in March for a presentation by the West Leicestershire Clinical Commissioning Group (CCG) on the planned £8 million health improvements for people in the Hinckley area.

The improvements involve the Mount Road Hospital (which would no longer be used) the attached Hinckley Health Centre and the Community Hospital which people know on Sunnyside Hospital.

The bid for the scheme wasn't approved by NHS England two or three years ago, but the CCG was told shortly before Christmas that the allocation would be made. Now, because of the time which has lapsed, NHS England insist that there has to be a new public consultation, although the scheme is pretty well as proposed before. It is aimed to start public consultation sessions in early summer this year.

**Next meeting:** Mike and John will attend the next Locality meeting on May 16.

**NAPP:** The latest edition of the ebulletin was circulated.

- a) **Patient Groups Awareness Week:** This takes place from June 10 to 15. Members reaffirmed their decision to link in with any activities being organised by the Locality PPG, rather than organise their own because of building work at Burbage.
- b) **Blood pressure treatment:** Dr Thomason said new NICE guidelines would create a huge amount of work for GPs. In the biggest change to NICE's previous guidance published in 2011, the level of a person's cardiovascular disease risk at which treatment for high blood pressure can be started has been reduced.
- c) **YOUR VIEWS:** NHS England is inviting patients, NHS staff, partner organisations and interested members of the public to give their views on potential proposals for changing current primary legislation relating to the NHS. People can take part in a short, online survey which closes on April 25, 2019.
- d) **DRUG CHARGES:** Asthma UK is campaigning to stop asthma prescription charges. It has conducted a survey engaging more than 9,000 people which revealed that many people with asthma were cutting back on their medication because they couldn't afford it.
- e) **PHYSIOTHERAPY:** An NHS service which has already helped thousands of people in trial areas is being rolled out throughout the country. They have been helped to overcome back pain by choosing to be assessed and treated for common musculoskeletal conditions by physiotherapists rather than waiting to see a GP to get a referral to hospital. Patients can get a form at reception.

\*\*\*\*The Burbage PPG is a member of NAPP (the National Association for Patient Participation). Patients can read full details of the above items and the entire ebulletin on the NAPP website without having to login. Go to: [www.napp.org](http://www.napp.org) Click "resources" on the top menu bar and then click "ebulletin" on the drop-down list.

**NAPP SURVEY:** Stephen completed a survey on our behalf as being in the Group of 100. The chairman thanked him for completing this and being our representative in doing all the work associated with it. (The Group of 100 comprises the PPGs which NAPP contacts when they want a quick response on the way its membership seems to view selected issues). Stephen's report is attached.

**ACCOUNTS:** Details are unchanged from last month.

**CORRESPONDENCE:** None.

**ANY OTHER BUSINESS:**

**Praise:** Pat said a friend had praised the aftercare from the surgery after suffering a heart attack. She felt that at a time when patients in some areas were said to have difficulty in getting appointments, it was worthwhile reminding people of the excellent care offered by our practice.

**NEXT MEETING:** The next meeting will be on May 7 (6pm) again at Wolvey Surgery because of building work at Burbage.

The meeting closed at 7.31pm.