

## **Minutes of PPG meeting – 3rd September 2014**

**Attendees : DP, BK, JW, JH ,JF Apologies: FC, DL, DB, CL**

1. BK welcomed everyone to the meeting.
2. Minutes from last meeting held on 2nd July 2014 accepted as accurate and correct.
3. Practice news – Dr Cox has returned to work following sickness leave. He is currently working 2 days a week and is based at Brockway for a two week period for additional support. Dr Sarah Pepper started on 28<sup>th</sup> August, taking over Dr Kirwan's patients and Dr Rachel McGivern started on 1<sup>st</sup> September, replacing Dr O Reilly who has retired. The changes of staff have been notified using posters in the surgery and a notice in Backwell's Parish magazine. Dr Burt, currently on maternity leave has given birth to a daughter. One of the nurses, Vicky Flower has left due to relocation and two district nurses have been employed to work in the Treatment Room, having left North Somerset Community Partnership.

The Practice has been busy working on Direct Enhanced Services, currently a risk profiling and case management service. The stated aim is to try to prevent unplanned hospital admissions by targeting care on those patients who have a high risk of admission to hospital. A register of 2% of the patient population has been selected. DP has set up an alert system with UHB. If one of these patients is admitted to hospital or visits A and E an alert will be triggered. The Practice can then make contact with the patient within 3 working days of discharge to check all is well, in terms of medication and care packages. Within the next six months 'The Friends and Family' test will be introduced. Patients will be asked if they would recommend their Practice. Different methods are needed to collect the information, which will need to be published on the practice website on a monthly basis. Some practices have been involved in pilot studies and have found technical difficulties, for example iPads can't be placed near the checking in machine as patients would need to answer before being seen or having received treatment. Flu jabs are being offered from next week to patients over 65 years of age and patients on the chronic disease register. Letters have already been sent to this latter group. Pregnant women will be given the flu vaccine and children will be offered a nasal flu vaccine. Following the flu vaccinations shingles vaccines will be offered to 71 and 79year olds.

4. Meeting with Alliance Homes and The Red Cross – DP and BK have met Tim Part from Alliance Homes and Jennifer Kearney from The Red Cross. Alliance Homes is a community based social enterprise with charitable status delivering support services within the West of England. Both organisations want to help giving support to people who need it. This support is available to anyone.
7. A.O.B – It was decided to organise a PPG event at the community market in November. JH will book the stall and make a banner. BK will organise some PPG leaflets and DP has leaflets available for display. It will be discussed at next months meeting.
9. Close of meeting – BK and DP thanked everyone for attending.

**Date of next meeting: Wednesday 1st October 2014 6-7.30pm at Brockway.**