

**MINUTES OF WESTBURY GROUP PRACTICE  
PATIENT PARTICIPATION GROUP MEETING at WHHC**

Date: 4<sup>th</sup> June 2019, 6.30 pm

**Present:-** (SC), (DB), (PB), (VB), (PB), (BB), (DH), (AH), (JP), (MW), (BW), (MP), (CR), (PB), (IH), (VM), (VM), (MW), (BY)

**Present from the Practice:-** (MD), (MS), (JM), (MJ), (KB),

**Apologies:-** (MB), (SE), (SF), (BG), (RH), (LW), (MK), (SK), (TS), (VS),

	AGENDA ITEM	ACTION
1.	<p>Welcome:</p> <p>SC welcomed everyone to the meeting. She advised every one of the apologies that were received. She welcomed JM from WGP and JM from Dorset &amp; Wiltshire Fire and Rescue Service to the meeting.</p> <p><b>Presentation from Dorset &amp; Wiltshire Fire &amp; Rescue Service.</b></p>	
2.	<p>JM introduced himself and informed that he was the Safe and Well Advisor for the fire service. They provide free home visits, talks to community groups and safety advice. They run a safe and independent living scheme that can refer on to third parties if they feel necessary. They can fit different types of fire alarms, advise on fire evacuation, provide fire retardant bedding for at risk smokers and arson proof letterboxes. He advised that some services have eligibility criteria that needs to be met, but most are for the vulnerable or people over 65. IH asked are all smoke alarms equal, JM advised that mains power are usually better. PB asked when building regulations were insistent that fire alarms were installed. JM - in 1991.</p> <p>AH asked if it is advisable to use the safety chain on the door or is this a risk. JM advised that from a fire safety point he wouldn't but to prevent someone getting in the house its extra security but this could be a problem if someone has a key trying to get in. IH asked do the arson proof letter boxes stop the postman using them. JM advised</p>	

	<p>there are 2 types one which does and one doesn't. They would assess and then decided which one is best to use depending on the risk and situation. PB asked do they always use water to extinguish fire. JM advised that it would really depend on the fire, he also advised not to tackle any fire.</p>	
3.	<p><b>Review of the Minutes of the AGM meeting on the 26<sup>th</sup> February 2019 and matters arising:</b></p> <p>The Minutes were circulated after the last meeting and no amendments were received.</p> <p>SC thanked all for their sponsorship and help with the cake sale to raise funds for the team running the Bath Half Marathon. The amount raised from both was a great total of £213. All members of the team successfully completed the run and they raised a grand total of £3100 for Dorothy House.</p> <p>MS advised we have received no update on teenage pregnancy as no-one gets back to us but she will keep trying.</p>	MS
4.	<p><b>WGP GDPR Policy and its application to PPG members</b></p> <p>GDPR - SC advised that everyone should have received a letter with the agenda explaining the need for consent to share information. SC explained that the committee do not need a separate policy as we are covered under the practice GDPR policy, however, we do need consent to send out information, to print members' names in full on the PPG boards, in the PPG leaflet and in any promotion literature and for photos. SC asked that signed consent forms are sent to MJ as soon as possible.</p>	
5.	<p><b>Surgery Update:</b></p> <p>MD advised that Dr L will be leaving the practice as she is moving away, but we have recruited Dr SS. MC Diabetic</p>	

	<p>Lead has left the practice and we are hopeful that AH will take on the diabetic lead role. We have a new pharmacist starting this month and have moved the prescriptions team upstairs so they will be working more closely with the pharmacists. JH the practice Paramedic is now full time. All this is helping to build a more resilient team which will also help with the GP workload.</p> <p>MD advised that we have a new acute care team, with signposting put together by the GP's for the receptionist to follow. We have also started using DoctorLink , an online triage system where at the end of the triage, should you need an appointment, you are able to request one and the surgery will call you. MS advised that you need to register for the system but registration is quick and easy.</p> <p>We are in the process of having a new telephone system installed that will eventually have patient connect fitted. This will bring patients' details straight up and save valuable time.</p> <p>MD advised that the Health Fair that was due to take place on the 29<sup>th</sup> June has been postponed.</p> <p>MD reposted that in April we lost the NHS Dental contract. NHS England awarded it elsewhere. The decision for this is completely beyond the control of the surgery. We will be keeping the dental practice for private patients with competitive prices and pay monthly schemes. There will be an open day for patients on the 19<sup>th</sup> June.</p>	
6.	<p><b>AOB:</b></p> <ul style="list-style-type: none"> <li>• PB reported that when ordering medication online and it says it needs to be reviewed the wording makes it sound like you need to see a GP. MS advised this wasn't the case and the medication just needs to be reauthorised by the GP as it has reached the maximum amount of issues. MS will look at the wording with LJ.</li> <li>• CR asked if we can refuse a patient medication. JM advised yes we can if we feel that it is clinically unsafe. CR asked with the introduction of the POD and National campaign has this reduced the amount of waste and stock piling of meds. MD advised that it had.</li> </ul>	MS/LJ

	<ul style="list-style-type: none"> <li>• BY asked if a hospital prescribe medication is it then transferred to the surgery to prescribe? MD advised that yes, we should receive a discharge summary from the hospital with new/change of medication, this would then be sent to the pharmacist to action.</li> <li>• AH asked if by cutting prescription issues and not prescribing certain meds was this covering pharmacists' salaries? MD explained that this is not the case, NHS England issue guidelines on what we should/should not be prescribing. The pharmacists are there to help with the ever increasing GP workload.</li> <li>• PB asked the fire person talked about green pots (message in a bottle) do we keep them here, MS advised we do but we don't promote them as much as we should and she will look into this.</li> <li>• IH asked if all patients are assigned their own GP and do we have waiting times to see these GP's. Also if you can't wait to see this GP and see different ones are you going to be subjected to more tests than if you saw your regular GP? JM advised that if you see a GP for a problem then it is beneficial to see that GP if a follow up is needed. If it is a new problem then seeing a different GP is fine as all GP's should be working to the same standard. Waiting times can be dependent on the clinician you are wishing to see and the amount of hours they work.</li> </ul>	MS
12.	<b>Date of next meeting: Tuesday 3rd September 2019 at 6.30pm at WHHC.</b>	