

**TRMC**  
**Patient Participation Group Meeting**  
23<sup>rd</sup> October 2018 at 6pm

**Present:**

AM (Chair)

BC (Vice Chair)

VN (Secretary)

BM

AS

RH

AG

GP attending was: Dr KS (late)

**Apologies for Absence:**

SC

PP

JG

**1. Minutes of the last meeting and matters arising –**

- THE first St Margaret's Hospice Drop-In at TRMC went well, with two people attending and staying for well over an hour, lots of information shared and refreshments provided. In the next six months or so Lesley said that she was hoping that the Dennison room would be too small, and group would have to use the Common Room.
- Dr TT & SJ: Diabetes group is still being worked upon and we will await news.

**2. Guest Speaker: Anne-Marie Williams, Village Agent.**

A-MW has been in post since mid-January and working for the Community Council in Sedgemoor. The project initially started small and has now grown, along with increased funding. The Village Agent is linked to six GP surgeries in the Bridgwater area. Referrals are taken via GPs and a significant number involve isolation and the health issues that come out of this situation. Dealing with whatever is affecting the person at the time; this often leads to other issues. A-MW aims to help signpost clients to various options, in turn helping explore what is best for the individual. Basically, working with people to help them help themselves over series of visits, both at the surgery and in their homes. There is a drop-in session between 10am and 1pm every Thursday in the Arts Centre, Castle Street, Bridgwater – with a dementia support worker and other agencies to provide different advice. People are able to ring A-M ad hoc as her number is available from surgeries. More Village Agents are being employed and the Lottery funding (for three years) has been renewed recently. She is currently working on a database with East Quay MC to compile list of activities in area. AG stated that we have had lots of very positive feedback regarding the service of the Village Agent.

Community Connect Event at the Canalside Centre, Huntworth on Thursday 29<sup>th</sup> November 9.30am -12.30pm is open to all agencies, clubs and the public. Free event for everyone to attend.

3. **BBHF Minutes – Bridgwater Bay Health Forum** - AM was not able to attend this time, but nothing new, other than what is happening usually.

#### 4. **Patient Experiences:**

- Survey Results from August - Sent sixty random patients that had had consultations booked in slot after 6.30pm (extended hours) asking their opinion on the service provided and other permutations of extended hours and locations. . The results clearly showed that respondents wanted early morning or late appointments. There also appeared to be little interest in weekend appointments.
- National Patient Survey was conclusive that practice is very similar to the rest of the country. Electronic copies will be circulated and then questions can be asked at the next meeting if necessary.

#### 5. **Flu Clinics**

320 patients attended in September but October one was 447 patients and 74 were children. Practice thanked the PPG members who helped with the clinics, it was very much appreciated.

#### 6. **AOB:**

- PPG concerns: Appointments – Options that are available are either an emergency appointment or having to wait a month for a routine appointment, and this is not good enough.

Response from KS and AG: Over the past couple of months, due to annual leave/sick leave/maternity there was a slight shortage of appointments, but most of the shortfall was covered by locums. However the appointment system was under a great deal of strain. What should have been offered if an appointment was not available in an appropriate time frame, the patient should have been offered a GP telephone consultation. These enable the GP offer the patient the most appropriate treatment and if the patient needs to be seen, the GP can make an appointment for the patient to come in. If a patient requests a review appointment the Receptionist is able to pass a message on to the GP, who will make the relevant arrangements.

Action: KS this will be discussed with the reception team and GP Partners

Pre-bookable (bookable by patients) telephone appointments are available, but not necessarily on the same day.

There is a lot of “customer service training” currently being provided by Drs KS and RC for reception staff. Doctors are aware of the problems with GP/appointment availability and it is very useful to get feedback from the PPG.

- The Group did not like GPs giving out leaflets during consultations, as this was felt to be impersonal. Patients need to be reassured about personal problems and questions answered directly, not just given general advice.

Action: KS will also discuss this point with the GP Partners.

- For information – Dr CS is coming back this week and a new GP Partner will be joining the practice in January 2019.

**Suggested Dates of Next Meetings:**

Wednesday 23rd January 2019

Tuesday 23<sup>rd</sup> April

Wednesday 24<sup>th</sup> July

Tuesday 23<sup>rd</sup> October