

Bradford on Avon and Melksham Patients' Participation Group

Minutes of General Meeting

Tuesday 5 December 2017, 7.00 to 8.30 pm
The Health Centre, Bradford on Avon, BA15 1DQ

1. Welcome and Introduction

Sue Walters, PPG Chairman, warmly welcomed everyone to the December 2017 general meeting of the Bradford on Avon and Melksham Patients' Participation Group. Apologies were received from Sue Henderson, Joyce Wheener, Betty Parr, Beryl Strange.

Sue then introduced Kate Cresswell of Kidney Care UK.

2. Talk on Kidney Disease, Kate Cresswell of Kidney Care UK

Kate Cresswell began with the history of the charity now called Kidney Care UK. She then gave information about the causes of kidney disease including type 1 diabetes, injury, sepsis, dehydration, genetic, some types of long term medication etc. The five stages of the disease were described and the blood and other tests performed for diagnosis.

Kate also gave details of the treatments available i.e. types of dialysis; kidney donations - live and post mortem. The support for patients was also described including teams of advisors, hospital centres, renal counsellors, local support groups, kidney patient association and financial help available.

Finally, advice was given on healthy eating, moderate exercise, no smoking, lowering blood pressure and keeping hydrated to help prevent kidney disease. Leaflets and other literature was given to the patients.

The talk was well received and followed by a question and answer session with more interesting information given to the group. The Chairman, Sue Walters, then thanked the speaker Kate Cresswell for a very interesting and informative talk.

3. PPG Business

Sue Walters introduced the PPG business part of the meeting agenda.

3.1 Last PPG General Meeting Minutes of June 2017

These had been circulated and there were no matters arising, proposed by Alan Fox, seconded by Chris Steel and all accepted the minutes.

3.2 Update on PPG Finances

Jen Andrews, PPG Hon. Treasurer gave an update of the PPG finances. The funds at present total £1347.85 and £16.10 in petty cash. It was suggested that another several hundred pounds be donated for the purchase of equipment for the practice. The health centre will compile a list of suggestions and send to the PPG committee for consideration.

3.3 Flu Clinics

Sue gave many thanks to all the PPG volunteers who helped at the flu sessions. She also thanked the health centre for kindly providing the tea and cakes for the volunteers.

3.4 Future PPG General Meetings

Sue Walters discussed the future PPG general meetings and topics. The dates of the meetings on Tuesdays are: 13 March, 12 June, 18 September, 4 December 2018

4. Practice News

Amanda Brookes and Debbie Hyatt from the Practice presented an update on several items as below.

4.1 New telephone System

Details were given of the new telephone system now installed at the practice to help with patient access. There are also more staff available to answer the phones in the morning to aid efficiency. Monitoring and analysis by the practice will show how the new system is operating e.g. time to answer, peak times of calls etc. This will be discussed at future PPG meetings.

4.2 New Appointments System

The new appointments system for urgent, new and ongoing conditions was discussed. More telephone consultations are now held with doctors and the method of subsequent appointment booking was described. It was suggested that the practice look at the lunchtime closure of the booking line to help working people phoning in for an appointment. There are also more staff in place to deal with other enquiries and appointments with clinical staff. The patients said they were finding the new system was working well.

There is still a problem with high numbers of non-attendance (dna) of patients, the practice percentage is above the national average. The practice requested everyone to be aware of this and cancel as soon as possible if necessary, so that the appointment time can be given to other patients. The operation of the cancelling phone line was discussed and will be investigated by the practice. It was also suggested by the patients that the practice could consider having cancellations by email. It was confirmed that the doctors do take account of patients with poor memory. Posters and display materials about non-attendance are being drawn up at present.

4.3 Prescription Ordering

Discussion was held about the methods and timeliness of ordering prescriptions and the completion by the pharmacies. A new prescription ordering system will start in January.

The business part of the meeting closed at 8.30pm.

There then followed the social part of the meeting, with mince pies and refreshments kindly supplied by the Practice, to finish a most interesting and enjoyable evening.

Future PPG General Meetings

Tuesdays - 13 March, 12 June, 18 September, 4 December 2018

Denise Ramsay
Hon. Secretary, BoA&M PPG