

PATIENT PARTICIPATION GROUP MEETING Held on Tuesday 23rd October 2018	
1	<p>PPG Membership</p> <p>Two new members were welcomed and one has resigned arising from work pressures.</p>
2	<p>Matters Arising</p> <p>2.1 Glossary of NHS Terms</p> <p>There are many abbreviations used with the NHS causing patient confusion a useful starting point for some explanation can be found at:</p> <p><i>http://commissioning.libraryservices.nhs.uk/librarians-toolkit/glossari</i></p> <p>2.2 RSVP - visits to and transport of the elderly</p> <p>The project is underway at WMG, should you be interested or wish to volunteer please contact the surgery.</p> <p>2.4 Acceptance of Minutes</p> <p>The Minutes of the last meeting (17th July 2018) were accepted.</p>

3	<p>Annual Election of Chairperson</p> <p>The current Chairperson was re-elected.</p>
4	<p>Practice Report</p> <p>4.1 Reception</p> <p>There are a number of new recruits in Reception.</p> <p>The role of the receptionist is changing across the region and are now to be known as Patient Coordinators.</p> <p>The enhanced role will assist patients by directing them to the most appropriate resource whether this be to the GP, the nurse, the pharmacist or to other health practitioners. An on-going training programme is underway supervised by two of the doctors.</p> <p>The Practice does not expect immediate change from the introduction of Patient Coordinators. However, it sees them as helping to re-educate the wider Community into accepting a broad range of appropriate therapies and thereby</p>

	<p>to alleviate the pressure on GP time.</p> <p>4.2 Flu'</p> <p>The annual Flu' Vaccine program has proved challenging for both providers and recipients arising from UK wide supply issues.</p> <p>There are at present three flu' vaccines for three target groups:</p> <ol style="list-style-type: none"> 1. Over 65s. 2. Under 65s at risk 3. Children <p>4.3 Doctors on Maternity Leave</p> <p>Two doctors are going on maternity leave.</p> <p>4.4 Improved Access</p> <p>The aim is to provide access from 8 am to 8 pm weekdays, and from 8 am to 4pm on Sundays and Bank Holidays. made possible by cooperation within the BNSSG localities. A timetable is available specifying which Practice is open at which time.</p> <p>The service is only for pre-booked appointments made at reception or by telephone, it is not for emergencies.</p> <p>Doctors will "swap" times between their regular surgeries and Improved Access commitments, resulting in some diminution in regular surgeries but continuity of care should be assured by doctors having full access to patients' medical records.</p> <p>4.5 Self-Care</p> <p>Events are being organised for the Self Care week in December</p>
<p>5</p>	<p>5.1 Integrated Care Programme</p> <p>A public consultation on the contracting arrangements for Integrated Care Providers (ICP) has been launched. The problem being addressed is that life expectancy is increasing. Age bring more complex health issues. The NHS is not set up to treat complex health issues effectively arising from it being treatment-centric.</p> <p>The proposal is to create a patient & community-centric system focused on improvement in outcome and general health, creating a patient 'owner' to achieve effective treatment flows and outcomes and to establish unitary organisations responsible for entire health outcomes within the population</p> <p>Details about the consultation is can be found on the main consultation page https://www.engage.england.nhs.uk/consultation/proposed-contracting-arrangements-for-icps/</p>

	<p>5.2 One Care</p> <p>Legal mergers of GP practices continue across the region.</p> <p>Missed appointment are on the rise but few practices have policies to address repeat offenders.</p> <p>A Patient information video library has been established with over 350 videos there is a link from the Resource Centre of the WMG website. http://www.whiteladiesmedical.nhs.uk/page1.aspx?p=14&t=1 or directly on the One Care website at https://onecare-bristol.healthandcarevideos.com</p>
<p>6</p>	<p>Any Other Business</p> <p>6.1 Information on Parkinson's Disease is now available at the surgery. A notice board being provided to facilitate similar information.</p> <p>A virtual PPG is being set up with the objective of gaining access to a wider demographic. If you are interested please contact the surgery.</p> <p>Concerns over the impact of BREXIT on drug supplies were raised.</p> <p>6.2 Next Meeting</p> <p>The next meeting is scheduled for February 12th 2019</p>