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Bridges PPG meeting

Tuesday 23rd March 2024

**Notes of Meeting**

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|  |  | **Action** |
|  | Present:  Dr Rupert Turberville-Smith – GP Partner  Lennie Edwards – Practice Manager  Sue Brunt – PPG Chair  Anita Roberts – PPG member  Dorothy Wood – PPG member  Meridy Phillips – PPG member  Paul O’Rourke – PPG member  Sue Bowfield – PPG member  Jim Gammans – NHS Dorset  Apologies:  Jo White  Liz O’C  Norman White |  |
|  | Discussion points: |  |
| 1 | **Welcome and apologies**   * Sue welcomed everyone to the meeting, apologies were confirmed |  |
| 2 | **Actions from last meeting**   * Lennie said there is a push for all practices to have digital telephony. Bridges have it installed but it does not include the call back function (the latest versions of digital telephony has this). The practice is waiting for funding to open again. * Sue said she’s tried calling the practice a couple times recently and managed to get through in under a minute. She did call later in the day when phones are less busy. * The Covid spring booster is now available for eligible people to book. In Weymouth vaccinations are available at the Linden unit and some pharmacies. When people use the National Booking Service (NBS), if they’re offered a location that’s not convenient (out of town etc) they should try again – appointments are uploaded on a regular basis. |  |

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| 3 | **Practice Update**   * A new GP Partner started in March, her name is Liz Lyne * Another staff member (Steph) has also started in a newly created role of GP Assistant. The role is similar to a Healthcare Assistant (HCA) but is designed to support GPs and nurses. Steph will have her own clinics including taking bloods, doing ECGs and applying dressings, but there are gaps built into her diary to help her support GPs and nurses if needed. The role is new and may evolve. * The ‘only order what you need’ campaign to reduce waste medications has been a success so far. In Dorset there has been a reduction of 4% in the amount of repeat prescriptions ordered, which is higher than hoped. Phase two of the campaign has just launched – getting people to order repeat prescriptions through the GP practice rather than directly to the pharmacy. The practice can take digital, email and paper repeat prescription requests but cannot take requests over the phone. The second phase of the campaign is aimed at reducing medications wastage even further. * A discussion was held about batch-ordering of repeat prescriptions – this is available for people on a stable dose of medication. Anyone requesting to be put on batch medication ordering should first contact the practice. * A comment was made that Abbotsbury Rd pharmacy asks which medications in the repeat list people require. Rupert said this is good practice. * Patients should be encouraged to review their repeat prescription list and let the practice know if any medications could be removed. * The pharmacy 1st campaign means pharmacists can treat and prescribe certain conditions. People can either go straight to the pharmacy or can be referred to them from Bridges reception. All pharmacies in Weymouth are part of the initiative. The conditions treated are uncomplicated UTIs, shingles, impetigo, infected insect bites, sinusitis, sore throat and acute otitis media. Each condition has different age ranges and criteria that can be treated. Bridges has not advertised the campaign as the different age ranges and criteria could cause confusion, but the reception team are aware of them and will refer as appropriate. * A question was asked if there are enough pharmacists to cope with the extra work? Lennie said they have been told the pharmacies are ready for it. * A question was asked if pharmacists will have access to patient notes to help with dealing with patients. Lennie said pharmacists will take notes about treatment they can send to practices to upload to the patients record but the pharmacists will not have access to patient records. * Measles is still a concern – there are some cases in the south-west, Bridges are currently chasing the parents of unvaccinated children, the uptake so far has been good. Any children with suspected measles will be first contacted by the GP over the phone as the condition is very contagious. * The same day access service is available for practices across Weymouth & Portland. The service is run by two paramedics based out of Lanehouse surgery and can see people for certain conditions – this is managed by the reception team. * Rupert said the finances at Bridges is stretched – costs have increased by a large amount recently but the amount of money the practice receives has only increased by a small percentage. This means there is no spare money available. They are currently looking to reduce costs without affecting services. The practice has previously invested in solar panels and has LED lights to help reduce energy costs. * A question was asked whether there is money available from the current Littlemoor development? Rupert said the only additional funding is the capitation received for each extra patient who registers at Littlemoor surgery but there is no capacity to increase the size of the surgery there. |  |
| 4 | **PPG Projects**   * Health workshops – The PCN are keen to roll this out across Weymouth & Portland. Two new staff have been employed by the PCN, who should be able to support the hypertension talks. We will look to restart the prediabetes talks soon. The Salvation Army hall in town is free and will look at that as a venue in the future but will probably use Bridges reception to start off with. * The next newsletter is nearly ready to be published, there is a focus on medications/prescribing. * The website is being worked on, the PPG are keen to be involved with their section. * The Digital Volunteers could come back again with 1-off sessions, possibly involving other checks at the same time. * Three PPG volunteers are supporting the ageing well exercise classes at the Wellworthy club in Wyke. This is a pilot project and is expected to roll out across the PCN in the autumn – more volunteers will be needed then. Volunteers at the pilot project have said it’s enjoyable! |  |
| 5 | **Election of PPG officers**   * Sue is looking to step down as chair of the group after leading the PPG for a number of years, she’s still looking to be actively involved in projects but would like to hand the role of chair over if possible. * Following a discussion, Meridy Phillips agreed to stand as chair. This was seconded and unanimously agreed. Meridy will be the new chair of Bridges PPG. |  |
| 6 | **AOB**   * A question was raised about offering drug trials for people with dementia. Lennie said people have to be referred by the GP to the hospital consultant to get an official diagnosis of dementia. Unfortunately, there is a long waiting list at the hospital for people to be diagnosed. GPs can’t diagnose dementia themselves and have to refer patients to the hospital. |  |
| 7 | **Date of next meeting**   * Date of the next meeting will be confirmed but is likely to be the end of July. |  |
|  | **Close** |  |