

Littledown Surgery
Minutes Patient Participation Meeting
Thursday 17 March 2016

Present: David Bellamy, Chair of Littledown Surgery Patient Group
Clare Hendy, Practice Nurse
Emma Prince, Practice Manager
13 patients

1. Apologies: From 7 patients

2. Review of notes from last meeting – 8 July 2015

- We still have not heard from the Governor at Royal Bournemouth Hospital who had offered to come and speak to us

3. Feedback from East Bournemouth Respiratory Event

David gave the group a summary of the feedback from the Respiratory Event. One action for the practices to undertake is the MIQUEST audit which pulls out information on the management of respiratory disease. David will follow up with the CCG, to send out information on this to the local practices.

4. Management of Respiratory Disease in the surgery – Clare Hendy

Clare was introduced to the group. She is our practice nurse who lead on respiratory disease for the surgery, so looks after those patients who come in for asthma and COPD (Chronic Obstructive Pulmonary Disease) reviews, as well as lots of other things.

Clare talked about what each of the reviews covers, which could be summed up by empowering self-management by the patient:

Asthma – assessing symptoms and the management of them, step up/down inhaler technique.

COPD – use of spirometry to diagnose and measure progress of disease, use of rescue meds to manage illness when poorly, self-management plans

5. Chronic Disease Reviews – changing the way we schedule these

We have decide to change the way we call people in who need a review for heart disease, diabetes, respiratory disease etc.

We will now contact patients in the month of their birthday to invite them in for a review which will cover all of the above disease areas in one go.

Some patients present queried why they had not been invited for a review. There are some patients who are seen by the hospital for more severe conditions. These patients may not be reviewed again by the surgery. If a patient has a query about this, or would like to be seen by the nurse, they should contact the surgery.

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6. Extending the role of the Patient Groupsome ideas:

We talked about some ideas for developing the role of the Patient Group:

- Reviewing patient information – leaflets etc – some interest from the group
- Small group to conduct walk-rounds of the surgery and provide feedback – 3 volunteers

These were the main ideas that the group felt would be useful. It was agreed that Emma would email round to the whole group to see if there were any other volunteers.

7. Clinical Services Review/Vanguard projects

There had not been an awful lot going on with the Clinical Services Review in the last few months. It is likely that there will start to be more public consultation events in the coming year, and Emma will keep the group posted with any dates that we received. It would be good if people could attend these events to keep abreast of developments and also to out across their thoughts and feelings.

8. Reception Refurbishment

We are now in the thick of the refurbishment, as you can see from the building site at the front of the building. Emma showed the plans to the group, and thanked them for their patience in bearing with us whilst the work was going on. Hopefully patients will like the finished work.

9. Friends & Family Test - review of feedback

We reviewed the feedback from the Friends and Family test for October 2015 to February 2016.

The feedback is largely positive and very pleasing for the practice. No actions were identified by the group.

10. Any other areas to discuss:

- **Annual Report** - Emma was about to finalise the annual report on Patient Participation at Littledown Surgery, and a draft of the report was circulated for any comments.

Date of next meeting: 1pm Wednesday 28th September 2016