

Minutes of Meeting held on Thursday 26 January 2023 at 6.30 pm At Buttercross Surgery

Abbreviations frequently appearing in minutes in addition to members/staff initials:

SHS = Symphony Healthcare Services

BHC = Buttercross Health Centre

ECP = Enhanced Care Practitioner

HCA = Healthcare Assistants

Members: *Ron Kench - Chairman (RK), Lesley Rudman (minutes) (LR), Phil Flowers (PF), Carol Flowers (CF) Steve Marsh (SM), Elaine Old (EO), Anne Yates (AY) Janet Hayter (JH) Rachel Maynard (RM)*

Staff: *Dr Chris Krasucki (CK), Aimee Williams (AW), Julie Salter (JS), Liz Tyere (LT), Beckey Bissell via Teams*

Attendees in italics

1. Welcome, Introductory Notes, Apologies from Mr and Mrs Flowers.

2. Presentation from Becky Bissell, mental health nurse via Teams

- Qualified in 2007 and employed by community mental health since March 2021
- Works full time across the PCN spends 1 day a week at Buttercross
- Assess patients; decides what can be done to help, and what is available to patient
- Primary and secondary bridge gap
- Work alongside mental health practices
- Liaison work with all departments
- Patients will have initial contact with GP they make referral for assessment, talk with patient about what could help to improve or make a referral to an additional department. Follow up to make sure it all happens.

Availability of mental health services

- ❖ Secondary community practices NHS & voluntary
- ❖ Mindline listening service
- ❖ Dementia – adults, try to liaise with the older persons community service
- ❖ Out of hours or at weekend, A&E will contact for an urgent crisis assessment available 24 hours
- ❖ Mindline by can be contacted phone out of hours , professional support by direct link.
- ❖ Text message for appointments include the link for contact details
- ❖ Patient's resource board in BHC waiting room has all the detail.
- ❖ Open mental health page.in Somerset newsletter AW to share with team

3. Minutes of the previous meeting and Matters arising

Minutes of the previous meeting November 2022 were accepted as a complete and accurate record.

3.1 Message on telephone there isn't a standardised message throughout symphony.

3.2 Enhanced hours still being reviewed, but late night Thursday to 8 o'clock available at BHC

3.3 Flu strains query by RM, Dr Chris to take forward to next meeting.

Action: Dr C

4. General Staffing Matters – Aimee Williams

- 4.1 Julie reducing hours at Burnham, so will spend more time at BHC supporting the team.
- 4.2 Full time Nurse practitioner Intermediate bed care support and practice
- 4.3 Two new receptionists Sally & Julie 3 receptionist staff in the morning with one on the front desk and 2 in the afternoon.
- 4.4 Patients who phone in for appointment are taken through Ask my GP and staff will flag up urgent requests.
- 4.5 GP vacancies and Health care assistant practice nurse for Intermediate bed care

5. Matters raised by patients and PPG members – see note (a) below

5.1 Staff list – to be sent to RK for minutes

Action: AW

5.2 Making the advice on Health checks readily available for patients.

This subject was discussed at length in February minutes last year and answered in full. An NHS health checks “Poster” to be put on the resource board and details can be found online. Information regarding health checks will also be listed on a resource sheet and put on the website as well as the BHC resource board.

Action

AW

5.3 Complaints made by patients

Parkinson’s patient found he couldn’t walk. Problem with medication not referred to Parkinson’s nurse.

Patients not told appointment was at Ilchester and waited 20 minutes in waiting room. Need to remind reception staff to make sure patients aware appointment at Ilchester..J S asked for details so that this could be followed up.

Action AW

6. Ilchester plans/letter – ongoing Steve to send draft letter to Aimee, Julie to discuss with/ Chief medical officer – he said he had contact with Steve. Will take draft letter to Management operation meeting on Monday.

Action JS/SM

7. Surgery Monthly Stats

These are compiled by Aimee Williams and are published in the BHC Newsletter

8. Research Projects – update on future projects

No update available.

9. Agenda items for future meetings

9.1 Amalgamation of Yeovil and Taunton poster to go up on resource board with qr code

Action AW

10. Any other business.

10.1 Ambiguous times on notice board at Ilchester cannot be changed. SM said this was very confusing and needed amending. JS said she would review the situation.

Action JS

10.2 Friday is for research not patients, which is confusing. J Salter to check. **Action JS**
10.3 Bank account/finances double check with Dr Chris as bank account is in credit by £470
pounds for research and account needs to be used or will go dormant. **Action RK**

Dates of future meetings

Full Member PPG meetings

Thursday 23 February 2023 Thursday 23 March 2023
All the above currently scheduled to start at 6:30 pm at the BHC

Should the need arise, additional meetings may be convened.

RM Flu strain and are the numbers going up. Dr Chris will let us know in due course

The months of June and December are being left free to accommodate meetings which may be convened either by SHS for all PPG members within their practices or by BHC/IS to engage with the local communities.

Should the need arise, additional meetings may be convened.

Note a. Please give notice of matters to be raised so staff has time to review and respond appropriately. Where 'incidents' are presented it is important to have details of date/time/location and (if possible) any staff member involved. The patient may still retain anonymity but without adequate information it is extremely difficult to pursue a concern and thereby address it. So, please present 'specific' concerns rather than generalisations. The staff are extremely good at following up issues; they are committed to improve the service wherever that is possible and having the right [information](#) significantly helps in this process.