

# **Minutes of Bethesda Patient Reference Group Meeting**

**25 April 2012**

**Held at Darwin Court**

**Apologies** : 9 members

**Present:** 5 members

Rachael opened the meeting by asking if anyone had any guests that they would like to attend. Sue said she had contacted xxxxx of the Serious Incident Team and she no longer works for them so is unable to attend, but Sue has an alternative contact name and will try to arrange for a member of the team to attend a future Meeting.

The group also said that they would like Allan Stibbs and xxxx from Woolls Pharmacy to attend.

*Action: Sue to arrange*

## **Appointments**

The group said that there were still concerns over being able to get appointments with GP's when needed. At present the surgery has over 14800 patients and Rachael has written to the PCT so that this can be monitored over the next couple of months as we cannot close our books.

At the moment we have a Practice Boundary in which some other surgeries in Central Margate are also able to take patients. The Limes, Union Row and Cecil Square and Northdown.

The group asked if the surgery could have more GP's but at the moment we have 11 GP's and a Registrar and no spare rooms.

## **Health Checks**

Rachael advised the group that we have started a new Enhanced Service – Health Checks .

These are for patients aged between 40 and 74 years old who are not on any Chronic Disease Registers.

The disease registers would be

- CHD

- Stroke
- TIA
- Type 1 (over or under 40 with complications) or Type 2 diabetes
- CKD stages 3 - 5
- Hypertension
- Atrial Fibrillation
- Heart Failure
- Familial Hypercholesterolaemia
- Hypercholesterolaemia treated with statins
- Peripheral Arterial Disease (PAD)
- Palliative Care
- Patients already on a statin medication
- Patients who following a GP examination are identified as >20% risk of developing CVD in the next 10 years

These people will be on the appropriate disease registers and receiving treatment as necessary already.

Eligible patients will be sent Invitation letters offering them a 30 minute appointment with a Health Care Assistant ,either on a Thursday Afternoon or Friday morning

The following will be measured and / or recorded at the consultation

- Age;
- Gender;
- Smoking status;
- Level of physical activity
- Family history of vascular disease;
- Ethnicity;
- Body Mass Index;
- Random blood cholesterol measurement (Total and HDL cholesterol)
- Blood pressure and
- CVD Risk Score.

xxxx asked if it would be possible for the HCA's to do a fingerprick and Urine test for Diabetes during this check.

*Action: Rachael to ascertain if this would be possible*

## **Virtual Patient Reference Group**

This will be put on the next meeting agenda .At present we have only received 5 applications from patients to join the group despite it being advertised on the Plasma screen ,website and being spoken about whilst the Patient Questionnaires were taking place.

The Patient Questionnaires will be repeated again later in the year probably in November /December.

## **AOB**

xxxx said that she had attended a free Physiotherapy session at the QEQM on Tuesday 24<sup>th</sup> April .This Physiotherapy is available to all MS patients and starts at 4.20pm for one hour. xxxx said it was very enjoyable and worthwhile.

xxxx said that she had some friends that are deaf that sometimes have difficulty communicating with the Receptionists .She asked if Reception could make sure that they look at deaf patients in order that they can lip read. Sue explained that if we are aware a patient is deaf we can put an alert on their name to get clinicians to call the patient personally so that they do not have to rely on the call boards. Sue also said that we have Receptionist who has sign language qualifications who is able to help deaf patients if she is on duty.

Rachael said that her self and Dr Miller had recently met with John Palmer from Deaf Awareness and he would be coming to speak to the Staff on the 19<sup>th</sup> June on the Half Day Training day.

xxxxx expressed concern that he has still heard nothing from Allan Stibbs and the CCG with regards to representation. As far as he is aware there is still no representation from patients or nurses .

*Action: Rachael to speak to Allan Stibbs*

xxxxx also mentioned that there had still been no meeting with Amanda Bernard re Diabetes.

## **Diabetes UK**

xxxx told the group that Diabetes UK had spent millions of pounds on rebranding their logo. Diabetes UK Thanet were unhappy that all this money had been spent and they had not been consulted at all with regards to this ,It was felt that as the largest Diabetes group in the South East they should have been consulted or at least been aware of this change.

xxxxx was due to attend the AGM on Thursday 26<sup>th</sup> April where he would voice the concerns of the Thanet group.

*Action: xxxx to feedback to group at the next meeting*

The next meeting date was set for Wednesday 12<sup>th</sup> July at 10.30am at Darwin Court.

### **Mission Statement**

**“Good Communication “**