

**Bradford on Avon and Melksham  
Patients' Participation Group**

**Minutes of General Meeting  
Tuesday 11 June 2019, 7.00 pm**

The Health Centre, Station Approach, Bradford on Avon, BA15 1DQ

**1. Welcome**

Alan Fox welcomed everyone to the June 2019 general meeting of the Bradford on Avon and Melksham Patients' Participation Group.

A presentation of a bouquet of flowers and card was given to the previous chairman, Sue Walters, by Dr Wyatt on behalf of the Practice and the Patients' Participation Group. We all thanked Sue for the great work she had done for the PPG over the years which all appreciated, especially her organising of the patient volunteers who help at the annual Practice flu clinics.

Alan then introduced Chris Robinson, President of Barrett's Wessex charity to give a talk on Acid Reflux and Barrett's Oesophagus.

**2. Talk on Acid Reflux - Heartburn**

by Chris Robinson, President of Barrett's Wessex Charity

Chris Robinson gave a very detailed talk about the symptoms of persistent Acid Reflux and the further complications leading to Barrett's Oesophagus disease. The slides shown illustrated the structure of the oesophagus and the cells involved in the disease, which can mutate into cancer, to really help our understanding. Chris described the treatments available, equipment being used, new technology and research being conducted into the disease. He also mentioned the selfcare information to help patients manage their symptoms. Further information was given about the support and advice the Barrett's Wessex charity can give to patients. The aim of the charity is to help reduce oesophageal cancer by raising awareness of Barrett's Oesophagus.

Additionally John Higgs, the local co-ordinator, provided information about the Bath branch of Barrett's Wessex and the drop in centre in Bath; contact: [enquiries@BarrettsBath.org.uk](mailto:enquiries@BarrettsBath.org.uk)

Leaflets and books were provided for the patients which we found really useful.  
Barrett's Wessex [www.barrettswessex.org.uk](http://www.barrettswessex.org.uk); [enquiries@barrettswessex.org.uk](mailto:enquiries@barrettswessex.org.uk)

The talk was well received with lots questions asked and more information given. Alan Fox then thanked Chris and John for a very interesting and informative talk.

**3. PPG Business**

Alan Fox introduced the PPG business part of the meeting agenda.

**3.1 Last PPG General Meeting Minutes**

These had been circulated, there were no matters arising and all accepted the minutes.

**3.2 Update on PPG finances**

The Treasurer, Jen Andrews, gave an update of the PPG finances.  
The funds at present total £ 594.20 with £578.10 in BS account and £16.10 cash.

### **3.3 Request for ideas about equipment purchase donations by the PPG**

The Practice will consider ideas and compile a list of suggestions for donations. The PPG committee will consider this later in the year.

### **3.4 Future PPG General Meetings: PPG Chairman and Management Committee - Volunteers**

The AGM of the PPG will be held on Tuesday 17th September 2019.

Alan requested volunteers for the position of PPG Chairman. All to notify the PPG Secretary, Denise Ramsay, of any interest and for further information via the PPG email address: [ppgboam@gmail.com](mailto:ppgboam@gmail.com) Additionally more volunteers were requested for the PPG Management Committee, again please notify interest through the webpages and PPG email address. Information about the PPG Management Committee is on the PPG webpages.

The PPG Constitution is being reviewed by the PPG Management Committee at present. A copy of the constitution is on the PPG webpages of the Practice website. Any comments patients wish to make can be sent via the webpage or directly to the PPG email address: [ppgboam@gmail.com](mailto:ppgboam@gmail.com) or in writing via the practice reception staff to the PPG Secretary.

Alan then asked for Volunteers for the Practice Flu Clinics. He introduced Mike Nolan, PPG Committee member, to the patients as the Co-ordinator of the Volunteers. Mike gave information about the flu clinics, which will be held in September and October this year. He also said that this year patients can volunteer for shorter sessions of 2 hours or even 1 hour as the normal 4 hours may be impractical for some people. All interested in being volunteer helpers at the flu clinics to contact Mike Nolan via the website or in writing via the practice reception staff.

Alan gave information about the health talks for the next general meetings; Diabetes in September and Vaccinations on the Tuesday 3rd December 2019 meeting which will also include the Christmas social event.

## **4. Practice News**

Debbie Hyatt, Practice Patient Services Manager, gave an update of various items of news of the activities at the Practice. Items discussed included:

### **4.1 St. Damian's Surgery, Melksham – Practice Boundary**

Updates were given about the situation of the declined proposal to close the St Damian's surgery. Further details were given of the revised services and reception opening times at St Damian's and the Health Centre. All new patients now have to register at the BoA Health Centre. Other details were given about the revised repeat prescriptions process, including online registration, supported by the practice pharmacist. The TCOP team based at St Margaret's surgery will support vulnerable patients.

Details were given about the application to change the Practice boundary and discussion held. A Communication Plan has been devised which sets out the various methods and media (texts, website, post, local press etc) to be used along with local stakeholder engagement to inform patients about the Practice service and boundary changes.

Further details about the revised services at St Damian's Surgery are available on the practice website: [www.boamhp.co.uk](http://www.boamhp.co.uk)

## 4.2 Dental Area Refurbishment and Flood Repairs

**Dental Area Refurbishment:** The dental practice will move out of the health centre building by the end of June. It is planned that the renovation of the area will add 4 extra consulting rooms, 2 admin rooms and 1 WC and will be completed by August 2019.

**Flood Repairs:** Debbie gave an update of the repairs being carried out because of the serious flood that occurred at the BoA Health Centre. All affected areas have been renovated, with only the minor operations suite to be completed by the end of June 2019. The smaller scale flood at the St Margaret's Surgery has been quickly dealt with and clinics are being held as usual.

## 4.3 Service Delivery Changes - Ear Syringing / Mole Checks / Confidentiality Improvements

**Ear Syringing:** An information leaflet was given explaining that Wiltshire Clinical Commissioning Group no longer funds the provision of an ear syringing service by GP Practices and the alternatives available. Also included were the contact details of the patient advice and liaison service at the CCG for patients concerned about this matter. Another leaflet was given to the patients detailing self-care guidelines of blocked ears (wax) received as advice from Wiltshire CCG. Information is on patient notice boards in the waiting areas and the website. Discussion held and details given about audiology appointments and referrals to hospital if required.

**Mole Checks:** there are now appointment slots available every other Friday at the end of the minor operations clinics for patients concerned about changes in skin moles. A GP phone call can be booked sooner if a patient is particularly concerned about a sudden change.

### **Confidentiality Improvements:**

Reception Area Confidentiality: a new Request for Privacy form can be filled in by patients and handed to the receptionists to request a more private area for talking with staff. A new confidential area has been set up near the reception area in the health centre.

Discussion held about patient privacy and staff involvement.

Phone calls from the Practice: A suggestion was made requesting the Practice to phone back a patient another time if the patient happened to be in a public place and requested this.

The Practice will call back on being informed of the situation by the patient.

## 4.4 Practice News - Did not attend figures / GP updates / Practice Fund Raising

**DNA figures:** Details of the monthly (DNA) 'did not attend' figures were given showing the improving downward trend. Discussion held about the improvements shown.

**GP Update:** Details were given about the number of doctors leaving, returning and new GPs joining the Practice.

**Practice Fund Raising:** Details were given of the generous sums raised at the 25th May 'Party in the Park' event as part of the Dementia Action Alliance.

## 5. Future Dates of PPG General Meetings - 2019

17th September - AGM, Talk - Diabetes;

3rd December 2019 - Christmas Social, Talk - Vaccinations