

PATIENTS PRACTICE PARTNERSHIP

Friday 27th April 2012 (at John Tasker House)

MINUTES

Present: Dr Vernon, Dr Graves, Dr Tideswell, Dr Tee, Dr Pitt, Bill Miller, Martine Burgess, Norman Billet, Brian Sleafer, Anne Crisp, Jane Page, Brian Sleafer, Rev'd David Vincent, David Gregory, Tony Saville, Annie Taylor, Kate Williams

1. **Apologies: Judith Harrigan, and Frank Silver**
2. **Minutes of Last Meeting (20.1.12):** All agreed
3. **Matters Arising:** See items below
4. **Suggestion Box** – Only one regarding the telephone system: voice message not always coming on – and patients kept waiting for something to happen. Some patients have been waiting for a while to be answered and then suddenly being cut off. Annie to contact the phone system provider and ask them to check the answering service on the system.
5. **DES Patient Participation Group** – Annie reported the numbers of the “Virtual Representation Group” has grown to over 100 which is manageable – should there be a maximum number in the group? Have had some positive comments from members when asked during the survey. Everyone agreed to look at again at the next meeting to see if numbers have increased.
6. **Patient Survey** – The Patient Survey report has now been submitted to the PCT and awaiting their comments, it is also available on the website to view. Very few comments came back from the virtual group regarding the report and we now need to put in place the on line appointments and question and answer flyer.
Dr Tideswell reported we now have been given the go ahead to upgrade the practice computer system to EMIS Web which will make on line appointments easier to install.
The question and answer flyer needs to be compiled and input from both the practice and members of the group would be needed. Annie suggested organising a group meeting to discuss and compile the flyer. Bill Miller, Martine Burgess, Brian Sleafer Jane Page, Kate Williams, and Dr Pitt volunteered to attend. A lunchtime on a Thursday would be the best time for everyone to meet. Annie to arrange and let everyone know.
7. **On line prescriptions** – Confusion regarding the ticking of items – Dr Tideswell commented that when the computer system is upgraded technical problems should improve – the software providers are not developing our current system.
8. **Cryotherapy** –The “New” Dewar is in place. Dr Vernon thanked everyone for their generosity.
The practice wanted the opinion of the group if it was OK for Angel Lane to continue using our “New” Dewar (they used the old which was provided by the PCT for both practices to share and was kept at John Tasker House) the reason being it was our patients who generously donated monies to help purchase the “new Dewar. If the group agreed – Dr Vernon would write a letter to Angel Lane asking for a contribution to the wear and Tear. The group all agreed Angel Lane could use the Dewar.

9. **Book Sale** – Mr Gregory mentioned the book sale this weekend – would the monies received from this to go to the “Dewar” or something else? After a brief discussion it was agreed to use this money to buy “Doppler’s” for the practices – as we only have four – 3 at John Tasker House and 1 at Felsted- ideally there should one in each consulting room.

10. **Planning Development** – Mr Saville sent an e-mail asking whether the Partners were aware of the planning application to build a doctors surgery at Flitch Green/Oakwood Park had been withdrawn? And the application to build an additional 230 houses – Since he sent the e-mail the application has been withdrawn.

Annie mentioned a councillor had been to see her yesterday and wanted to discuss medical services in Dunmow and Felsted – he had attended a meeting where Flitch Green and Oakwood Park residents were not happy with the services provided some saying they couldn’t go to Felsted surgery and there were others who were attending Felsted surgery. A meeting has been arranged for the councillor to come back and talk to Dr Tee.

Dr Tee stressed that residents living in Felsted can register at Felsted Surgery, residents living at Flitch Green, Oakwood Park, and Little Dunmow can register at John Tasker House. There are some (not many) residents who have moved out of Felsted to Flitch Green, Oakwood Park who are still registered at Felsted Surgery and this has been agreed for continuity of medical care. Also some specialist clinics at Felsted are not always filled so John Tasker House patients are asked if they want to attend Felsted surgery to be seen – so utilising appointments.

Patients at Felsted complain they are unable to get an appointment – in fact there are more appointments at Felsted than before. Some patients may perceive with all the new housing at Flitch Green/ Oakwood Park that these residents are registering at Felsted and making it difficult to get an appointment.

Dr Pitt commented more patients are being seen due to all the monitoring of preventative care and inviting patients to attend the surgery on a regular basis who may have previously only attended once a year.

11. **AOB**

a) **Emily Gower** – has withdrawn from the group – but has joined up to the Virtual Group

b) **Blood Tests** - Some patients at Felsted are still not sure why there are unable to have their blood test at Felsted. Kate said all the Receptionists do explain to the patients why they now have to go to Braintree. Could this be put in the Parish Magazine? Another suggestion was to have this as a question on the “Flyer”. All agreed to go with the flyer.

c) **Commissioning Group**. – Dr Tideswell gave an update – Regular meetings are happening – there will be more public engagement - public meetings for you to attend. A website will be available for everyone to look at and a West Essex Virtual Group/Resident Panel for the public to join. The PCT still have the day to day running with the commissioning group until April 2013.

d) **Dispensary collection Area** – Prams/pushchairs blocking this area – making it difficult to collect and check your medication. There should be a sign outside the front entrance stating prams and pushchairs can be left undercover outside. Annie to check.

e) **Improved Bus Service** – Mr Gregory mentioned there is a service from Stansted to Stortford and a stop very close to the Herts and Essex Hospital.

- f) **Conservation Area** – There is a review list with areas on how to improve appearance and “Parking outside Felsted Surgery” in now at the top of the list – John Bosworth – (retired councillor) may be contacting the surgery for their feedback. A meeting is being held next week - Martine Burgess and David Gregory will attend and report back to the Group.
- g) **Broomfield Appointments** - Mr Saville mentioned how several patients had received follow up appointments from Broomfield months earlier than they were advised - when the hospital was contacted they apologised it was their fault. – this is a waste of money - Who should patients write? Dr Tee advised they write to the Chief Executive.
- h) **Dispensing Bags** – These have changed and look more expensive? Do they cost more as the other bags were quite substantial? Annie to look into.

Dr Vernon ended the meeting by thanking everyone for their input and support

Date of Next Meeting Friday 29th June 1.15pm
At FELSTED SURGERY

If you need transport please contact Annie