

PATIENT PARTICIPATION MEETING

Friday 11th September 2015

MINUTES

**Present: Samantha Cox, Tony Saville, Brian Sleafer Gwen Salmon, David Gregory,
Gaenor Jones, Gordon Crawford**

Annie Taylor, Kate Williams and Alison Andrews

1. **Apologies**

Apologies were received from Judith Harrigan and Jane Page. Dr Graves on leave

2. **Minutes of last meeting** (12.6.15)

Amendment to final paragraph of AOB – minutes read “However Dr Pitt did not feel that this was appropriate” – should have read “However Dr Pitt and the members of the PPG did not feel this was appropriate.

3. **Matters Arising – see below**

4. **CQC –Any comments from PPG report**

Discussion on how we could receive “excellent” status.

5. **DNA – June/July/August 2015 Trend 5 months**

Annie is keeping a record of the trend which shows DNA's have gone down – was this due to the notices on the wall having some effect? Discussion took place as to phoning patient to find out why they had DNA'd but Annie said that this would be a quite a task to undertake. Nurses do phone patients if they DNA. It was reported that some patients phone and speak to a GP in a triage call, the GP makes an emergency appointment for patient to be seen and then they DNA. GP may sometimes call patient in this case. Annie to take to partners to discuss GP phoning following DNA after emergency triage call. Again there are certain groups that are repeat offenders. Letters are to be sent to patients following three DNA's.

6. **Text Messages – any problems**

Annie reported that there was a problem with the cable connected to the computer that generates text messages. The cable has now been replaced.

7. **Chairs – waiting room ordered**

There are now two chairs with arms at JTH and two at Felsted.

8. Adding message to online appointments

Annie advised that it is not possible to add a message to the online appointment screen.

9. Suggestion Box

1. Bigger waiting room requested for JTH.
2. Waiting time at JTH is too long – discussion took place regarding this and how it depends on what problem previous patient presents to GP with as to time taken.
3. Mobile phones –Could we add a note to the signing on screen asking patients to not use mobile in surgery. Annie to check with Heather to see if this is possible. Patients still use mobile phones which can have an effect on equipment used in the surgery and also is an annoyance to other patients. Although most parts of hospitals allow phones to be used it was mentioned that hospital equipment may not be as sensitive as the surgery equipment.
No suggestions from Felsted.

10. Flu Saturdays – Raffle - Volunteers

Flu Saturdays at JTH are Saturday 3rd October and Saturday 17th October. Gaenor has kindly volunteered to help with the raffle on 17th and Gwen has kindly said she is available for both Saturdays.

Flu Saturday at Felsted is on Saturday 10th October. Tony and David have both kindly volunteered to help with raffle.

Kate has arranged the raffle prizes which will be two Harrods bears. The group discussed which charity should be supported this year and it was decided the Air Ambulance would receive monies raised. This will be displayed in the waiting room. David mentioned that a member of the Air Ambulance fund raising team may be willing to come along on the day and assist with the raffle Kate to organise for both practices.

11. Access from other bodies regarding patient data

Following an article features in the Daily Mail, which Tony had a copy of for the group to read, Annie read a reply from EMIS. GP's do not give out any data and have not been duped to do so. No data is sent without patient consent for example any requests from insurance companies require a signed patient consent before we are able to reply to any requests. All data sent to the CCG is encrypted. Advice is sought from the LMC if there is any query regarding a breach of confidentiality.

12. Takeley Pharmacy

Anup has now opened a pharmacy at Takeley (near to the Four Ashes cross roads). The opening days are Monday to Friday and no Saturdays at present. Kait Regan, Finance Manager, is working out figures re loss of revenue. 800 patients will become non-dispensing and will collect medications from Takeley Pharmacy. Discussion took place regarding regulations for patients collecting from a pharmacy or the surgery and dispensing following late night surgery – in an emergency GP may possibly dispense.

13. Complaints

No complaints received.

14. AOB

The Prime Ministers Challenge Fund was discussed – regarding GP surgeries opening seven days a week. Annie explained that five hubs were proposed for West Essex and would be open from 8am to 8pm Saturday and Sunday. There is a proposal for two hubs in Epping, one in Harlow, one in Saffron Walden and one at Dunmow Clinic. Each would be run by a GP, Nurse, Health Care Assistance and receptionist. Now advertising to recruit local GP's & staff. The Harlow hub should be up and running in the first weekend in October. It is proposed that the hub in Dunmow will be open 8am to 8pm on Saturdays and 8am until mid-day of Sunday. 111 service will still run. Annie did comment that there may be an impact on out of hour's service with seven day opening.

Sam – Dr Pitt has mentioned the possibility of seeing a GP who has an interest in the speciality of the problem patient is consulting about and if this could be listed on the website. Annie to find out.

Gaenor – Review date on prescriptions – do patients need to book an appointment by that date. Annie advised to book an appointment as dispensary is unable to automatically dispense medications overdue for review.

Tony – A neighbour has asked Tony to pass on his thanks to GP (Dr Pitt). Neighbour was due to go on holiday to Spain and wife needed to see GP before going for medication. Whilst on holiday in Spain patient received two phone calls to find out if she was okay. Neighbour very impressed. Kate to pass thanks on to Dr Pitt.

Annie – Partners will be writing to the Neighbourhood Plan Group in reply to their letter.

The PPG members were advised that Dr Tee will be returning on 5th October 2015.

Meeting closed at 2.25pm

Date of next meeting – Friday 15th January 2016

