

PATIENT PARTICIPATION MEETING

Friday 15th January 2016

MINUTES

Present: Dr Tee, Jane Page, Samantha Cox, Victoria Desmond, Tony Saville, Gaenor Jones, Brian Sleafer, Gwen Salmon, David Gregory, Iain Crawford

Annie Taylor, Kate Williams and Alison Andrews

- 1. Apologies – none**
- 2. Minutes of last meeting (11/9/15)**
- 3. Matters arising (see below)**
- 4. DNA – One year's trend analysis 1.1.15 – 31.12.15 handed out. A total of 2678 appointments lost during this period. Annie has contacted repeat offenders but has had no response as yet. It was suggested that the figures should be displayed on the website showing separate figures for doctors and nurses and also separate posters for JTH and Felsted surgery. The current DNA information is displayed above the booking in screen and on notice boards. Persistent offenders can be removed from surgery list but care taken with elderly and vulnerable patients.**
- 5. Complaints – waiting to see GP – notices displayed in waiting room detailing one problem, one appointment.**
- 6. Mobile Phones – These can now be left on and nurses will inform patients if they require mobile devices to be turned off.**
- 7. Flu raffle - £757 raised in last flu campaign for Essex Air Ambulance. Annie to arrange date and time for presentation and Gwen and Gaenor have offered to attend, Thursdays are good for Gaenor. The Broadcast to be invited.**
- 8. Suggestion Box – Annie to take asthma query to nurses. Mobile phones – Have you turned off signs to be removed. No suggestions from Felsted.**
- 9. HUB – Now open Saturday mornings for routine appointments. To be shared between Angel Lane, Eden Surgery (Hatfield Heath), Elsenham, JTH and Felsted. Must be booked via surgery during the week. Saffron Walden HUB may be shut down as not being utilised. Victoria suggested message on phone to explain the availability of the appointments at HUB for weekends. All the doctors work within West Essex and patients will be told that it is not their own GP who they will be seeing. HUB is held at Dunmow Clinic. Annie explained the difference between HUB and Out of Hours Service. Medical**

information available within the HUB but consent must be given and this is asked for when patient books an appointment. Consultation details come back into JTH/Felsted system together with any alteration of medication or important details. Any acute medication patients will be given at consultation. Details regarding HUB and access to be displayed on website.

10. Fund Raising Group - Problems with cryotherapy dewar – this should last six or seven weeks but only lasting two as it is leaking. The cost to replace is £500. Blood pressure machine – more needed for measuring blood pressure at home. We have six at present but need more. David felt it should be advertised on website to ask for volunteers with what we are fundraising for and why. Sam offered to be Fund Raising Lead. Brian suggested that money raised from flu clinics be put towards surgery equipment as well as charities – split 50/50. Victoria suggested blood pressures to be taken in waiting room however this is not possible. David suggested perhaps registering the surgery as a charity. Dr Tee questioned this. Notices to be displayed in waiting room with enquiries to Annie and Kate for anyone who would like to join and these to be passed onto Sam.
11. Takeley Pharmacy – no clarification from Health Authority that patients have been moved from non-dispensing. No figures available. Dr Robson to find out if Anup has applied for licence in Felsted.
12. Complaints – A complaint from NHS England but not out patient. Annie unable to find out who patient is. Query – did it come from the HUB. Annie has replied to NHS England to say patient not seen at JTH.
13. AOB – Antibiotic Guardians – incentive from CCG to be able to register for this on website. Dr Tee advised most patients only come to surgery after a week and often put pressure on GP's to prescribe. If GP says no to antibiotics patient makes appointment to see new GP. We need to change the way of thinking about antibiotics.

David said practice in Chelmsford has had four GP's resign but they used PMS and not GMS and so were responsible for own funding and different way of budgeting.

Meeting closed at 2.15

Date of next meeting 29th April at Felsted.