

PATIENT PARTICIPATION MEETING

Tuesday 27th June 2017

MINUTES

Present: Gaenor Jones, Brian Sleafer, Ian Crawford, Vic Ranger, Annie Taylor, Kate Williams and Angela Turner

Annie introduced and welcomed Roselyne Bloomfield who is attending the meeting as a new member

Conflict of interest: Vic Ranger – Cabinet member for Community and Partnership
AT gave form to be completed and VR completed and gave back to AT

1. **Apologies** – Jane Page, Judith Harrigan and Kay Silcock
2. **Minutes of last meeting (21/03/17)** - agreed
3. **Matters arising (see below)**
4. **DNA**
AT gave hand-out – the trend this year is doing well, it is down from last year. AT has sent letters to patients that have DNA'd three or four times in the last three months. Some are vulnerable and need the letter changing. **AT to change.** IC asked if the figures are down because of the on-line access and the text reminders. AT – this could be as we are keeping mobile numbers up-to-date with slips on reception asking patients to up-date.
5. **Hub update** – They are still Tuesday, Wednesday evenings and all day Saturday which is also helping with our DNA figures. Stellar do send through a list of DNA's. AT is attending a meeting with Stellar Healthcare in July and will discuss this with them, asking if they are considering sending text message reminders to the patients.
VR suggested the hub DNA figures are publicised – **AT to action.**
IC asked if the cancellation number is on our website – **KW to check.**
AT reminded the hub is different to the 111/Out of Hours service, the hub is for routine appointments only, booked via the surgery.
6. **Suggestion Box – JTH only**
 - a) Classical music instead of pop
 - b) As some patients attend with headaches, may the music be turned-down
7. **Fund Raising Group update** –
AT has checked on-line on amazon and they have the plastic collection boxes with a chain for about £30.
JP has not given AT an update.

8. Neighbourhood Plan (Felsted) update –

IC advised there will be a public meeting at the Primary school, Watchhouse Green, Felsted on Friday 7th July at 7:00 pm and on Saturday 8th July at 10:00 am. This is the first published draft for the next 10 years which includes a community hub of a GP surgery, community pharmacist, shop, post office and parking for staff and the public, which is a high priority. There is no location as yet and a consultant is looking into this. There are developers looking at Felsted with short-term housing plans that are also enquiring about a GP surgery. There has been a discussion with Geoff Roberts from the CCG who considers there is a medical case to keep a GP surgery in Felsted, although there is a priority for a large medical centre in Dunmow. Will see what the public reaction is.

AT advised there will be a meeting with Geoff Roberts, from the CCG and the Partners in July for an update.

9. On-line Access –

We have to have 20% signed-up by April next year. One way would be to turn-off the access for patients who order their prescriptions on the old on-line system and get them to sign-up for the new on-line access system.

Is it OK for a relative to collect and have signed a form for another member of their family – **AJT to check with HM**

10. Flu clinic Saturdays – Sep/Oct 2017

AT asked for volunteers to sell raffle tickets at the clinics, probably the last Saturday in September and the first two in October – **AT to email dates.**

Last year we bought 24 hour blood pressures machines and blood pressure machines for patients to loan.

11. Patient Complaints – None at JTH or at Felsted

12. AOB –

- a) A new telephone system is being installed this week and is going live on Wednesday. There have been seven licences purchased for seven telephones to record the conversation and if we need more, more licences will be purchased.
- b) A TV will be placed in the waiting room and will have the ability to be configured for a visual and audio patient calling system.
- c) A new electronic dictation system has been purchased.

Meeting closed at 14.00

**Date of next meeting MONDAY 4th September 2017
at John Tasker House Surgery**