

PATIENTS PRACTICE PARTNERSHIP

Friday 23rd January 2015

MINUTES

**Present: Samantha Cox, Judith Harrigan, Jane Page, Brian Sleafer, Gwen Salmon
David Gregory, Gaynor Jones and Bill Miller.**

Annie Taylor and Kate Williams

1. **Apologies**

Apologies were received from Victoria Desmond and Tony Saville. The group were informed that Ann Crisp and Martine Burgess will be leaving with immediate effect. Gwen Salmon and Gaynor Jones were welcomed to the group.

Bill Miller, who has been with the group since the start, will be stepping down but still wishes to be on the mailing list.

2. **Minutes of last meeting** (12.9.14)

3. **Matters Arising – see below**

4. **Felsted Pharmacy Application – update**

As discussed at meeting of 12th September 2014 the application for a new pharmacy at Felsted has now lapsed. Anup from Yogi Pharmacy is submitting an application.

5. **Flyer/Newsletter**

It was discussed that a one page flyer would be more appropriate with bullet points to make patients more aware of the contents. A Christmas newsletter was produced.

6. **DNA – December update**

There were 46 DNA appointments at Felsted which equated to 7 hours of clinician appointments – 3 hours of GP appointments and 4 hours of nurse appointments. There were 185 DNA appointments at John Tasker House which equated to 18 hours of GP appointments and 12 hours of nurse appointments. December DNA's always seem to be higher and it was felt that these figures should be bullet pointed on the flyer. Could persistent DNA patients be written to and removed from practice list – Annie to discuss at the next Partners meeting.

7. Surgery Questionnaire

It was felt that the following should be put at the top of the questionnaire “Please indicate which surgery you usually attend” and Kate has arranged this. Another question to be added was regarding the wait to collect a prescription from dispensary and Kate has also arranged for this question to be included. The survey to run from 2nd February to 27th February for one month and results to be discussed at the next meeting in March.

8. PPG Terms of Reference

To be discussed at next meeting.

9. Suggestion Box

There was nothing in the John Tasker suggestion box.
Felsted had two:-

1. Provision of a baby changer – Kate reported that there has been a changing facility for eighteen months or more.
2. Wooden chairs in reception – Kate reported that the chairs need to be “wipe clean” and that they will be replaced in due course.

10. AOB.

Practice Charter – A practice charter is being prepared and a draft copy was handed out at the meeting for comments which need to be back to Annie in 2 weeks. It was suggested that patients registering at the practice from now should sign a copy of the Practice Charter and also that the charter should be displayed in A3 and in a prominent place.

2014 Flu raffle raised a total of £632, a cheque is to be presented to the Alzheimer’s Society – Kate is arranging this. It was discussed that this year the raffle should perhaps have a large sign over the table indicating that raffle tickets are for sale.

Jane commented that she had been unable to obtain her blood results for the hospital from reception. Annie explained that results have to be viewed and okayed by a GP before the receptionist can give to patient and that the correct procedure had been followed.

Brian was concerned that during his consultation with one of the GP’s it had not been explained that he should telephone for the results of tests. Annie commented that if there was a problem with any of the results a GP would telephone the patient. Sam commented that she was not contacted when there was problem with her results and only found out when she phoned the surgery. Annie is to raise this at the Partners meeting.

Brian mentioned that the Ongar Road planning observations state that there is to be a health centre and doctors surgery on site. Jane will investigate and report back.

Judith felt that the Terms of Reference should be made shorter.

Sam suggested that a bigger sign should be displayed by the Check In System so that more people use it rather than queue at reception then to be asked to use the system. Annie to look into this and commented that the surgery is looking into relocating system to the side wall.

David mentioned that insufficient notice had been given in the press regarding the CCG Board Meeting.

Bill commented that if patients access Patient Access directly they will not automatically see when new newsletters are available, whereas if you go in through JTH website it is there to be viewed. Can the two be linked? Kate suggested that copies of the newsletter were available at the surgery and that all patients that have registered or are a member of the Virtual Group will have automatically received an electronic copy via email.

Bill also asked if the surgery floor is being dealt with he felt it had been badly laid and that the skirting boards did not have rolled edges. Kate explained that it is a non-clinical area and this is not necessary. The problem with a rolled edge in the corridor has been sorted.

The meeting closed at 2-20pm

Date of next meeting – Friday 20th March